

Alliance Healthcare UK

Christmas Bank Holiday Opening Hours 2024/25

For Pharmacy / Retail - England and Wales

Date	Working	Cut-off	Delivery
Tues 24 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Wed 25 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Thurs 26 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Fri 27 December 2024	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Tuesday 24th December 2024, standard PM deliveries
Sat 28 December 2024	Normal Day	Standard	AM delivery of orders placed up to normal order cut off on evening of Friday 27 December 2024
Sun 29 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Mon 30 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Tues 31 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Wed 1 January 2025	Closed	N/A	No deliveries. Emergency call out service only
Thurs 2 January 2025	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Tuesday 31st December 2024, standard PM deliveries



Alliance Healthcare UK

Christmas Bank Holiday Opening Hours 2024/25

For Pharmacy / Retail - Scotland

Date	Working	Cut-off	Delivery
Tues 24 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Wed 25 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Thurs 26 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Fri 27 December 2024	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Tuesday 24th December 2024, standard PM deliveries
Sat 28 December 2024	Normal Day	Standard	AM delivery of orders placed up to normal order cut off on evening of Friday 27 December 2024
Sun 29 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Mon 30 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Tues 31 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Wed 1 January 2025	Closed	N/A	No deliveries. Emergency call out service only
Thurs 2 January 2025	Closed	N/A	No deliveries. Emergency call out service only
Fri 3 January 2025	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Tuesday 31st December 2024, standard PM deliveries



Date	Working	Cut-off	Delivery
Tues 24 December 2024	Normal Day	17.30	Standard AM and PM deliveries and cut off for medical deliveries
Wed 25 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Thurs 26 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Fri 27 December 2024	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Tuesday 24th December 2024, standard PM deliveries
Sat 28 December 2024	Normal Day	Standard	AM delivery of orders placed up to normal order cut off on evening of Friday 27 December 2024
Sun 29 December 2024	Closed	N/A	No deliveries. Emergency call out service only
Mon 30 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Tues 31 December 2024	Normal Day	Standard	Standard AM and PM deliveries and cut off for medical deliveries
Wed 1 January 2025	Closed	N/A	No deliveries. Emergency call out service only
Thurs 2 January 2025	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Tuesday 31st December 2024, standard PM deliveries



Alliance Healthcare UK

Christmas Bank Holiday Opening Hours 2024/25

For Pharmacy / Retail - NWOS

Date	Working	Cut-off	Delivery
Tues 24 December 2024	Normal Day	Standard	Standard next working day delivery
Wed 25 December 2024	Closed	N/A	No deliveries
Thurs 26 December 2024	Closed	N/A	No deliveries
Fri 27 December 2024	Normal Day	Standard	Standard next working day delivery
Sat 28 December 2024	Closed	N/A	No deliveries
Sun 29 December 2024	Closed	N/A	No deliveries
Mon 30 December 2024	Normal Day	Standard	Standard next working day delivery
Tues 31 December 2024	Normal Day	Standard	Standard next working day delivery
Wed 1 January 2025	Closed	N/A	No deliveries
Thurs 2 January 2025	Normal Day	Standard	Standard next working day delivery





Emergency Order Process

In the event of an **emergency** (i.e., urgent CD lines being required) **when the Service Centre is open or closed**, please call customer service on

0330 100 0448

Outside of normal opening hours, when you enter your account number, you will hear a message advising you of your supplying Service Centre which you will need to make a note of. You will then be directed to the out of hours security company who will handle your call and direct it to the appropriate service centre.

The previous numbers will no longer be in use, so please ensure you update your records with the number above to ensure there is no delay with your request.

Please note, all emergency call outs will incur a £100 charge, plus courier charges.

During this peak trading period, when there is exceptional demand throughout our business, we thank you for your cooperation in ensuring that your transmission times are strictly adhered to.



**Alliance
Healthcare**TM
Bringing healthcare closer

