

Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Pharmacy/Retail – England and Wales

| Date | Working | Cut-off | Delivery |
|---------------------------------|------------|----------|--|
| Friday 23rd December 2022 | Normal Day | Standard | Standard AM and PM deliveries Standard cut-off for medical deliveries |
| Saturday 24th December 2022 | Normal Day | N/A | AM delivery of orders placed up to normal order cut-off |
| Sunday 25th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Monday 26th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Tuesday 27th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Wednesday 28th December 2022 | Normal Day | Standard | AM delivery of orders placed up to normal cut-off on Sunday 25th December 2022. Standard PM delivery |
| Thursday 29th December 2022 | Normal Day | Standard | Standard AM and PM deliveries |
| Friday 30th December 2022 | Normal Day | Standard | Standard AM and PM deliveries Standard cut-off for medical deliveries |
| Saturday 31st December 2022 | Normal Day | N/A | AM delivery of orders placed up to normal order cut-off |
| Sunday 1st January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Monday 2nd January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Tuesday 3rd January 2023 | Normal Day | Standard | Standard AM and PM deliveries |
| Wednesday 4th January 2023 | Normal Day | Standard | Standard AM and PM deliveries |

Alliance Healthcare - keeping you informed

Over the festive bank holiday period, our service centres' opening hours will be changing, but as always we offer emergency courier service wherever required. Please retain a copy of this information for your records.

Please see next page for Pharmacy/Retail – Scotland details.



Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Pharmacy/Retail – Scotland

| Date | Working | Cut-off | Delivery |
|---------------------------------|------------|----------|--|
| Friday 23rd December 2022 | Normal Day | Standard | Standard AM and PM deliveries Standard cut-off for medical deliveries |
| Saturday 24th December 2022 | Normal Day | N/A | AM delivery of orders placed up to normal order cut-off |
| Sunday 25th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Monday 26th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Tuesday 27th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Wednesday 28th December 2022 | Normal Day | Standard | AM delivery of orders placed up to normal cut-off on Sunday 25th December 2022. Standard PM delivery |
| Thursday 29th December 2022 | Normal Day | Standard | Standard AM and PM deliveries |
| Friday 30th December 2022 | Normal Day | Standard | Standard AM and PM deliveries Standard cut-off for medical deliveries |
| Saturday 31st December 2022 | Normal Day | N/A | AM delivery of orders placed up to normal order cut-off |
| Sunday 1st January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Monday 2nd January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Tuesday 3rd January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Wednesday 4th January 2023 | Normal Day | Standard | AM delivery of orders placed up to normal cut-off on Sunday 1st January 2023. Standard PM delivery |



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Please see next page for Pharmacy/Retail – Northern Ireland details.

Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Pharmacy/Retail – Northern Ireland

| Date | Working | Cut-off | Delivery |
|---------------------------------|------------|----------|--|
| Friday 23rd December 2022 | Normal Day | Standard | Standard AM and PM deliveries Standard cut-off for medical deliveries |
| Saturday 24th December 2022 | Normal Day | N/A | AM delivery of orders placed up to normal order cut-off |
| Sunday 25th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Monday 26th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Tuesday 27th December 2022 | Closed | N/A | No deliveries. Emergency call out service only |
| Wednesday 28th December 2022 | Normal Day | Standard | AM delivery of orders placed up to normal cut-off on Sunday 25th December 2022. Standard PM delivery |
| Thursday 29th December 2022 | Normal Day | Standard | Standard AM and PM deliveries |
| Friday 30th December 2022 | Normal Day | Standard | Standard AM and PM deliveries Standard cut-off for medical deliveries |
| Saturday 31st December 2022 | Normal Day | N/A | AM delivery of orders placed up to normal order cut-off |
| Sunday 1st January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Monday 2nd January 2023 | Closed | N/A | No deliveries. Emergency call out service only |
| Tuesday 3rd January 2023 | Normal Day | Standard | Standard AM and PM deliveries |
| Wednesday 4th January 2023 | Normal Day | Standard | Standard AM and PM deliveries |



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Please see next page for NWOS details.

Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Pharmacy/Retail – NWOS

| Date | Working | Cut-off | Delivery |
|---------------------------------|------------|----------|--|
| Friday 23rd December 2022 | Normal Day | Standard | Standard next working day delivery |
| Saturday 24th December 2022 | Normal Day | N/A | Standard next working day delivery (if applicable) |
| Sunday 25th December 2022 | Closed | N/A | No deliveries |
| Monday 26th December 2022 | Closed | N/A | No deliveries |
| Tuesday 27th December 2022 | Closed | N/A | No deliveries |
| Wednesday 28th December 2022 | Normal Day | Standard | Standard next working day delivery |
| Thursday 29th December 2022 | Normal Day | Standard | Standard next working day delivery |
| Friday 30th December 2022 | Normal Day | Standard | Standard next working day delivery |
| Saturday 31st December 2022 | Normal Day | N/A | Standard next working day delivery (if applicable) |
| Sunday 1st January 2023 | Closed | N/A | No deliveries |
| Monday 2nd January 2023 | Closed | N/A | No deliveries |
| Tuesday 3rd January 2023 | Normal Day | Standard | Standard next working day delivery |
| Wednesday 4th January 2023 | Normal Day | Standard | Standard next working day delivery |



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Over the festive bank holiday period, our service centres' opening hours will be changing, but as always we offer emergency courier service wherever required. Please retain a copy of this information for your records.

Please see next page for Pharmacy/Retail – Channel Islands details.

Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Pharmacy/Retail – Channel Islands

| Date | Working | Cut-off | Delivery |
|---------------------------------|------------|----------|---|
| Friday 23rd December 2022 | Normal Day | Standard | Standard delivery of orders placed up to 10am cut-off on Thursday 22nd December 2022 |
| Saturday 24th December 2022 | Closed | N/A | No deliveries |
| Sunday 25th December 2022 | Closed | N/A | No deliveries |
| Monday 26th December 2022 | Closed | N/A | No deliveries |
| Tuesday 27th December 2022 | Closed | N/A | No deliveries |
| Wednesday 28th December 2022 | Open | Standard | No deliveries |
| Thursday 29th December 2022 | Normal Day | Standard | Standard delivery of orders placed up to 10am cut-off on Friday 23rd through to Wednesday 28th December 2022 |
| Friday 30th December 2022 | Normal Day | Standard | Standard next working day delivery |
| Saturday 31st December 2022 | Closed | N/A | No deliveries |
| Sunday 1st January 2023 | Closed | N/A | No deliveries |
| Monday 2nd January 2023 | Closed | N/A | No deliveries |
| Tuesday 3rd January 2023 | Open | Standard | No deliveries |
| Wednesday 4th January 2023 | Normal Day | Standard | Standard delivery of orders placed up to 10am cut-off on Friday 30th Dec 2022 through to Tuesday 3rd January 2023 |

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Over the festive bank holiday period, our service centres' opening hours will be changing, but as always we offer emergency courier service wherever required. Please retain a copy of this information for your records.

Please see next page for Emergency Order Process details.



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.

