

## Please order as early as possible before the Early May Bank Holiday weekend

We will be accepting orders under normal service up until midday Thursday 2<sup>nd</sup> May, however **we strongly recommend you place orders by Wednesday 1<sup>st</sup> May at the latest** to ensure delivery before the bank holiday weekend. Leaving orders to the last minute may increase the risk of not receiving your delivery in time.

All orders are subject to stock availability. We recommend placing orders for specially obtained and unlicensed medicines as soon as possible, as these orders will take longer than the timescales outlined below.

Should you have any urgent orders, these can be dispatched within 24hrs via emergency courier, although this service does carry additional processing and courier costs. Courier delivery times are subject to availability. Please contact our Customer Service team on **0345 222 3550** for details.

### Emergency out-of-hours service

If you have an urgent request while Ashtons is closed, please telephone **0345 222 3550** and you will be diverted to a pharmacist on call who will be able to deal with your requirements.

Alternatively, for e-Works support, please telephone **0300 303 1932**.

**Ashtons opening hours:**  
Monday to Friday: 08:00 to 17:30  
Saturday: 08:00 to 12:00

**Out of Hours On-Call Clinical Support:**  
Monday to Friday: 17:30 to 22:00  
Saturday: 12:00 to 22:00  
Sunday: 08:00 to 22:00

## Delivery Schedule

Monday 29 <sup>th</sup> April	Tuesday 30 <sup>th</sup> April	Wednesday 1 <sup>st</sup> May	Thursday 2 <sup>nd</sup> May	Friday 3 <sup>rd</sup> May	Saturday 4 <sup>th</sup> May	Sunday 5 <sup>th</sup> May
Normal service	Normal service	Normal service <b>Recommended last order day for delivery before Bank Holiday</b>	Named patient orders placed prior to midday delivered from: <b>Friday 3<sup>rd</sup> May</b>  Stock orders placed prior to midday delivered from: <b>Friday 3<sup>rd</sup> May</b>	Named patient orders placed prior to midday delivered from: <b>Saturday 4<sup>th</sup> May*</b>  Stock orders placed prior to midday delivered from: <b>Tuesday 7<sup>th</sup> May</b>	Orders delivered from: <b>Wednesday 8<sup>th</sup> May</b>	Orders delivered from: <b>Wednesday 8<sup>th</sup> May</b>
Monday 6 <sup>th</sup> May	Tuesday 7 <sup>th</sup> May	Wednesday 8 <sup>th</sup> May	<p><b>*For those customers who do not usually have a named patient delivery on a Saturday, orders placed by midday on Friday 3<sup>rd</sup> May will be delivered from Tuesday 7<sup>th</sup> May.</b></p>			
<b>BANK HOLIDAY CLOSED</b>	Orders placed prior to midday delivered from: <b>Wednesday 8<sup>th</sup> May</b>	Normal service				
Orders delivered from: <b>Wednesday 8<sup>th</sup> May</b>						