

## Services for Christmas 2020

---

Mainstream's normal business hours will continue throughout the festive season (except for Statutory Holidays).

### *Automatic or Daily Pick-Ups*

Automatic pick-ups will be suspended from midday of Thursday 24 December until Tuesday 11 January 2021 due to the large number of customers who will be closed during this period. On the 24<sup>th</sup> of December we ask that you please advise us of your pickups prior to 10.30am. Our last pickups will be completed by 12.00 noon to allow our line-haul drivers to start the long journey ahead to return to their families for Christmas. If you have a requirement for an afternoon collection on the 24<sup>th</sup> of December, please let your account manager know so we can put this in place for you.

If you are open and dispatching goods between 29 December and 11 January, we would appreciate it if you would book your collections via our portal or phone your Mainstream branch by midday with your daily collection requirements. Our branch contact details are available on the Mainstream Website [Mainstream Branches](#).

Please note that we will operate a reduced fleet during the short holiday weeks so your pick-up times may be earlier than normal. Your normal daily pickup schedule will resume on 11 January 2021.

### *Last Line-haul Before Christmas*

#### **Inter-Island:**

The last departure for deliveries to be achieved to the main inter-island cities (excluding onforwarding destinations) before Christmas will be Tuesday 22 December on the basis that your customers are open on 24 December to accept delivery. Goods sent after this will be delivered from Tuesday 29 December. We would kindly ask that you notify us if you have a specific requirement that differs from this timetable.

#### **Intra-island (within an island):**

The last departure for deliveries to cities within the island before Christmas will be Wednesday 23 December on the basis that your customers are able to accept delivery on December 24.

Items collected after these departure dates will be delivered on the next business day for main destinations within the island and 2-3 business days for main inter-island destinations between Christmas and New Year on the proviso that your customers are open to take deliveries.

### *Transit Times*

Transit times may vary slightly over the Christmas period dependant upon demand and volume. Please feel free to confirm with us your expected delivery time frame when booking your pickup.

Please pass this information to the appropriate person/people within your operation.

*The Management and Staff of Mainstream would like to take this opportunity to wish all our customers a very Merry Christmas and Happy New Year. We look forward to seeing you all in the New Year.*