

## Christmas Service Announcement

As ever, Testing For All is committed to offering the best standard of service for our customers, including during the holiday season.

Please see below for an update on the various parts of our service:

### Test delivery to customers - DPD Tracked Next Day Delivery service

Product	Last Date to Order	Target Delivery to Customer
UK Arrivals Day 2 / UK Arrivals Package (Day 2 Day 8)	19th December 2021. Tests available again from January 4th onwards	Tracked Next Day Delivery using DPD
Flexible Swab PCR (Fit to Fly & Test to Release)	<ul style="list-style-type: none"> <li>● <u>Using DX to return to Lab (recommended):</u> - 21st December 2021</li> <li>● <u>Using Royal Mail to return to Lab:</u> - 19th December 2021</li> <li>● Tests available again from January 4th onwards</li> </ul>	Tracked Next Day Delivery using DPD
Lateral Flow Fit to Fly (Supervised & Unsupervised)	<ul style="list-style-type: none"> <li>● 22nd December for delivery on 23rd December 2021.</li> <li>● Service available again 29th-30th Dec., and from January 4th onwards</li> </ul>	Tracked Next Day Delivery using DPD
Immunity Tracker	<ul style="list-style-type: none"> <li>● 22nd December for delivery on 23rd December 2021</li> </ul>	Tracked Next Day Delivery using DPD

### Tests processing

Product	Laboratory	Opening hours
UK Arrivals Day 2 / UK Arrivals Package (Day 2 Day 8)	Nonacus (Birmingham)	Closed December 25th & 26th 2021. Samples received By midday on 24th will be resulted by end of day 24th
UK Arrivals Day 2 Test / Immunity Tracker	Acculabs (Teeside)	Reduced service on 25th and 26th (5 hours). Normal service outside of these dates

Flexible Swab PCR (Fit to Fly & Test to Release)	Salient Bio	No closure
Lateral Flow Fit to Fly	Testing For All	Early closure 24th at 4pm. Reduced service 25th-27th. Normal service resumes 28th

### Return to Lab - Royal Mail Service

<b>Date posted</b>	<b>Expected delivery to processing laboratory</b>
Christmas Eve Friday 24th Dec 2021	Earlier collection times apply. Please check <a href="#">Services Near You</a> on the morning of posting. Tests posted before the cut off time will be processed and delivered on <b>Wednesday 29<sup>th</sup> December</b> . Tests posted after the cut off time will not be processed until <b>Wednesday 29<sup>th</sup> December</b> for expected delivery on <b>Thursday 30<sup>th</sup> December</b> .
Christmas Day Saturday 25th Dec 2021	No collections. Tests posted will not be processed until <b>Wednesday 29<sup>th</sup> December</b> for expected delivery on <b>Thursday 30<sup>th</sup> December</b> .
Boxing Day Sunday 26th Dec 2021	Sunday Collection times apply. Tests posted will not be processed until <b>Wednesday 29<sup>th</sup> December</b> for expected delivery on <b>Thursday 30<sup>th</sup> December</b> .
Bank Holiday Monday 27th Dec 2021	Sunday Collection times apply. Tests posted will not be processed until <b>Wednesday 29<sup>th</sup> December</b> for expected delivery on <b>Thursday 30<sup>th</sup> December</b> .
Bank Holiday Tuesday 28th Dec 2021	Sunday Collection times apply. Tests posted will not be processed until <b>Wednesday 29<sup>th</sup> December</b> for expected delivery on <b>Thursday 30<sup>th</sup> December</b> .
Wednesday 29th Dec 2021	Normal collection times apply. Expected delivery on <b>Thursday 30<sup>th</sup> December</b> .
Thursday 30th Dec 2021	Normal collections time apply. Expected delivery on <b>Friday 31<sup>st</sup> December</b> .
New Year's Eve Friday 31st Dec 2021	Earlier collection times apply. Please check <a href="#">Services Near You</a> on the morning of posting. Tests posted before the cut off time will be processed and expected to be delivered on <b>Tuesday 4<sup>th</sup> January 2022</b> . Tests posted after the cut off time will not be processed until <b>Tuesday 4<sup>th</sup> January</b> for expected delivery on <b>Wednesday 5<sup>th</sup> January</b> . Tests posted in Scotland after the cut off time will not be processed until <b>Wednesday 5th January 2022</b> for expected delivery on <b>Thursday 6th January 2022</b> .
New Year's Day Saturday 1st Jan 2022	No collections. Tests posted will not be processed until <b>Tuesday 4<sup>th</sup> January 2022</b> for expected delivery on <b>Wednesday 5<sup>th</sup> January 2022</b> . Tests posted in Scotland will not be processed until <b>Wednesday 5th January 2022</b> for expected delivery on <b>Thursday 6th January 2022</b> .
Sunday 2nd Jan 2022	Sunday Collection times apply. Tests posted will not be processed until <b>Tuesday 4<sup>th</sup> January 2022</b> for expected delivery on <b>Wednesday 5<sup>th</sup> January 2022</b> . Tests posted in Scotland will not be processed until <b>Wednesday 5th January 2022</b> for expected delivery on <b>Thursday 6th January 2022</b> .
Bank Holiday Monday 3rd Jan 2022	Sunday Collection times apply. Tests posted will not be processed until <b>Tuesday 4<sup>th</sup> January 2022</b> for expected delivery on <b>Wednesday 5<sup>th</sup> January 2022</b> . Tests posted in Scotland will not be processed until <b>Wednesday 5th January 2022</b> for expected delivery on <b>Thursday 6th January 2022</b> .
Tuesday 4th Jan 2022	Normal collection times apply <b>excl</b> Scotland where Sunday Collection times apply. Tests posted in Scotland will not be processed until <b>Wednesday 5<sup>th</sup> January 2022</b> for expected delivery on <b>Thursday 6<sup>th</sup> January 2022</b> .

### **Return to Lab - DX Service**

- Christmas
  - No service between December 23rd - Wednesday 29th. Parcels collected on the 23rd will be delivered on the 24th. All parcels collected after December 23rd will be delivered on December 29th
- New Year's Eve
  - No service between Friday 30th and January 4th. Parcels collected on Thursday 30th delivered on Friday 31st. Parcels collected on 31st will be delivered on January 4th
- More information available [here](#)

### **TFA Customer Service**

Our friendly customer service team will be available to help you throughout the holiday period.

Our phone lines will be closing on December 24th at 4pm and reopening on December 28th 2021 at 9am

We will operate an email only service during this time, so if you have any urgent queries, please do not hesitate to contact us by submitting a request here:

<https://testingforall.zendesk.com/hc/en-gb/requests/new>

Our Lateral Flow team will continue to process Lateral Flow photo verifications during the Christmas bank holiday, with a service level of 5 business hours. Supervised Lateral Flows will continue to be supported via Zoom from 9am-5pm