



CHRISTMAS 2018 AND NEW YEAR ARRANGEMENTS

With Christmas now only a few weeks away, we would like to take this opportunity to thank you for your business during 2018, it is much appreciated, and to let you know of the laboratory operating arrangements over this holiday period. The details are as follows:

1. Courier Collections

Although we appreciate that there may be some samples that are dispatched and received in the days leading up to the Christmas Break, **the last date for NRM organised courier collections is Monday 17th December 2018** and this service will recommence on Wednesday 2nd January 2019. However we would appreciate that, wherever possible, samples could reach us by Friday 14th December to give us every chance to complete the analytical testing before the Christmas closure.

2. Biodegradable Samples

To ensure biodegradable samples that need immediate attention on arrival at the laboratory are dealt with correctly during this period, we would ask that these samples arrive with the laboratory by **Monday 17th December**.

Please note the following exceptions to this date

All samples for or including the following analysis must be with laboratory by **Wednesday 12th December**

- Residual Biogas Potential (RBP)
- Biological Oxygen Demand (BOD)

3. Laboratory Operations

The laboratory will be running a full analytical service up to and including Friday 21st December 2018. However, analyses that take more than one working day or those that are more complex may not be completed before the Christmas Break.

The laboratory arrangements for the Christmas and New Year period are as follows:

Monday 17th December	Normal Laboratory service
Tuesday 18th December	Normal Laboratory service (Last Day for Courier Collections)
Wednesday 19th December	Normal Laboratory service
Thursday 20th December	Normal Laboratory service
Friday 21st December	Normal Laboratory service
Monday 24th December	Laboratory closed
Tuesday 25th December	Bank Holiday
Wednesday 26th December	Bank Holiday
Thursday 27th December	Laboratory closed
Friday 28th December	Laboratory closed
Monday 31st December	Laboratory closed
Tuesday 1st January 2019	Bank Holiday
Wednesday 2nd January 2019	Courier collections and normal laboratory service

Should you need to contact the laboratory on a matter of urgency during this period please leave a telephone message (**01344 886 338**), or email your message (enquiries@nrm.uk.com). The telephone and email will be regularly checked for messages by staff on duty.

We would like to take this opportunity to wish you and your staff best wishes for Christmas and the New Year

