

## PLANNING DELIVERIES & CUSTOMER SERVICE | 2024



### OPENING HOURS FOR LOADING:

Day	Date	Holiday	Region	Rotterdam	Zaandam	Brake	Registration
				Openings hours Mon-Fri 07:00 - 18:00	Openings hours Mon-Fri 08:00 - 16:00	Openings hours Mon 06:00 - Sat 04:00	Brake day before: Closed by
MON	1-Jan-2024	New Year's Day	NL/DE	Closed	Closed	Closed	
FRI	29-Mar-2024	Good Friday	NL/DE	Open	Open	Closed	21:00h
MON	1-Apr-2024	Easter Monday	NL/DE	Closed	Closed	Closed	
SAT	27-Apr-2024	King's Day	NL	Closed	Closed	Closed	
MON	1-May-2024	Labour Day	DE	Open	Open	Closed	
SUN	5-May-2024	Liberation Day	NL	Closed	Closed	Closed	
THU	9-May-2024	Ascension Day	NL/DE	Closed	Closed	Closed	21:00h
MON	20-May-2024	Whit Monday	NL/DE	Closed	Closed	Closed	
THU	3-Oct-2024	German Unity Day	DE	Open	Open	Closed	21:00h
THU	31-Oct-2024	Reformation Day	DE	Open	Open	Closed	21:00h
TUE	24-Dec-2024	Christmas Eve	NL/DE	07:00 - 16:00	08:00 - 13:00	Closed	21:00h
WED	25-Dec-2024	1st Christmas Day	NL/DE	Closed	Closed	Closed	
THU	26-Dec-2024	2nd Christmas Day	NL/DE	Closed	Closed	Closed	
FRI	27-Dec-2024	Bridging Day	NL	Open	Closed	Open	
MON	30-Dec-2024	Bridging Day	NL	Open	Closed	Open	
TUE	31-Dec-2024	New Year's Eve	NL/DE	07:00 - 16:00	Closed	Closed	21:00h

### OPENING HOURS CUSTOMER SERVICE DPT: Rotterdam/Brake/Zaandam

Date	Time
1. 29-Mar-2024	From 08:00 to 13:00
2. 1-Apr-2024	Closed
3. 27-Apr-2024	Closed
4. 1-May-2024	From 08:00 to 17:30
5. 5-May-2024	Closed
6. 9-May-2024	From 08:00 to 13:00
7. 20-May-2024	Closed
8. 3-Oct-2024	From 08:00 to 17:30
9. 31-Oct-2024	From 08:00 to 17:30
10. 24-Dec-2024	From 08:00 to 15:30
11. 25-Dec-2024	Closed
12. 26-Dec-2024	Closed
13. 31-Dec-2024	From 08:00 to 15:30
14. 1-Jan-2025	Closed

### HOLIDAY PLANNING FOR LOADING SCHEDULE

Submit	Order	>>>	Delivery	Loading
Week	11		Week	13
Week	12		Week	14
Week	17		Week	19
Week	50		Week	51
Week	50		Week	52
Week	51		Week	1

### CLEANING CERTIFICATE VALIDITY

Please note that our standard process requires a truck cleaning certificate not older than 72hr upon prior to loading at Olenex. However, for the situations mentioned in the Olenex (bank)holiday overview ,we accept concessions to accommodate for the extended weekends and closure of truck cleaning stations when the 72hrs cannot be met. In these cases, cleaning is allowed on the last working day before the National Holiday, provided that upon inspection at Olenex the truck is clean, dry, free of smell / odour and has been sealed after cleaning. Olenex holds the rights to refuse a truck if these conditions are not respected.

### AVAILABILITY CUSTOMER SERVICE

Office hours: Mon - Fri: 08:00 - 17:30  
 Emergency only: +31 (0) 6 14 36 38 25 Mon - Fri: 18:00 - 22:00 / Sat - Sun & Bank holiday: 10:00 - 19:00

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