

PLANNING DELIVERIES & CUSTOMER SERVICE | 2025



OPENING HOURS FOR LOADING:

Day	Date	Holiday	Region	Rotterdam		Rotterdam Fatty Acids		Zaandam		Brake		Registration
				Openings hours Mon-Fri	07:00 - 18:00	Openings hours Mon-Fri	07:00 - 17:00	Openings hours Mon-Fri	08:00 - 16:00	Openings hours	Mon 06:00 - Sat	
Wed	1-Jan-2025	New Year's Day	NL/DE	Closed		Closed		Closed		Closed		
Fri	18-Apr-2025	Good Friday	NL/DE	Open		07:00 - 12:00		Open		Closed		21:00h
Mon	21-Apr-2025	Easter Monday	NL/DE	Closed		Closed		Closed		Closed		
Sun	27-Apr-2025	King's Day	NL	Closed		Closed		Closed		Closed		
Thu	1-May-2025	Labour Day	DE	Open		Open		Open		Closed		
Mon	5-May-2025	Liberation Day	NL	Closed		Closed		Closed		Open		
Thu	29-May-2025	Ascension Day	NL/DE	Closed		Closed		Closed		Closed		21:00h
Mon	9-Jun-2025	Whit Monday	NL/DE	Closed		Closed		Closed		Closed		
Fri	3-Oct-2025	German Unity Day	DE	Open		Open		Open		Closed		21:00h
Fri	31-Oct-2025	Reformation Day	DE	Open		Open		Open		Closed		21:00h
Wed	24-Dec-2025	Christmas Eve	NL/DE	Open		07:00 - 12:00		Closed		Closed		21:00h
Thu	25-Dec-2025	1st Christmas Day	NL/DE	Closed		Closed		Closed		Closed		21:00h
Fri	26-Dec-2025	2nd Christmas Day	NL/DE	Closed		Closed		Closed		Closed		21:00h
Wed	31-Dec-2025	New Year's Eve	NL/DE	Open		07:00 - 12:00		Closed		Closed		21:00h

OPENING HOURS CUSTOMER SERVICE DPT: Rotterdam/Brake/Zaandam

Date	Time
1. 18-Apr-2025	From 08:00 to 13:00
2. 21-Apr-2025	Closed
3. 27-Apr-2025	Closed
4. 1-May-2025	From 08:00 to 17:30
5. 5-May-2025	Closed
6. 29-May-2025	From 08:00 to 13:00
7. 9-Jun-2025	Closed
8. 3-Oct-2025	From 08:00 to 17:30
9. 31-Oct-2025	From 08:00 to 17:30
10. 24-Dec-2025	From 08:00 to 15:30
11. 25-Dec-2025	Closed
12. 26-Dec-2025	Closed
13. 31-Dec-2025	From 08:00 to 15:30
14. 1-Jan-2025	Closed

HOLIDAY PLANNING FOR LOADING SCHEDULE

During bank holidays and other time-off days, we are committed to service you the best way possible. To optimise planning and loading schedules, we kindly ask you to incorporate the following schedule to submit your orders for delivery;

Submit	Order	>>>	Delivery	Loading
Week	14		Week	16
Week	20		Week	22
Week	22		Week	24
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