

October 12, 2021

To: LDB Wholesale Customers

From: LDB Wholesale Customer Centre (WCC)

Re: Changes to holiday shipping schedules and extended WCC holiday hours

As part of our commitment to best serve you and support your business during the busy holiday season, the Liquor Distribution Branch Wholesale Customer Centre (WCC) would like to proactively advise customers of the following operational updates.

Email notifications of changes to holiday shipping schedules

Impacted customers will receive an email notification October 25 of any changes to their holiday shipping schedules. Reminder notices will also be emailed November 15 and November 29. If you are not contacted there should be no changes to your schedule.

Please be aware that the WCC will not be calling impacted customers as the email notifications serve as an effective and efficient method to provide customers with accurate documentation, they can reference during the busy holiday season.

Extended WCC holiday hours

The WCC will also be extending its regular weekday operating hours from 8:00 a.m. until 8:00 p.m. with exceptions for Christmas Eve and New Year's Eve as follows to meet your business needs.

November 16, 2021 – December 30, 2021

Open from 8:00 a.m. until 8:00 p.m. weekdays

December 24

Open from 8:00 a.m. until 2:30 p.m.

December 31

Open from 8:00 a.m. until 2:30 p.m.

The WCC would like to kindly remind all customers to build-up inventory early for the upcoming holiday season, as unpredictable winter weather could potentially impact deliveries of holiday shipments. Please ensure orders are placed on-time and all payment methods are available to avoid delivery delays.

If you have any questions regarding this notice, please contact the Wholesale Customer Centre (WCC) by emailing wholesalehelp@bcldb.com or calling 604-775-0681 or 1-888-775-0681 (toll free).

Thank you