



APPENDIX 10 – USEFUL CONTACT NUMBERS

CODE OF PRACTICE

BRAND OWNERS CONTACT NUMBERS FOR SERVICE AND MAINTENANCE

Brand Owner	Brands Serviced	Telephone Number	Call Centre Opening Times	
 Anheuser-Busch Europe Ltd	Budweiser	0141 6134422	24 hours 365 days a year	
	Aspall Cyder	01728 860510	9am - 5pm Excludes Bank Holidays Closed from 12pm on Christmas Eve until first Monday of January	
	Belhaven Best Bitter	07000 235767	Mon-Fri: 8.30am - 8pm Weekends: 9am - 9pm Christmas/Boxing/New Years Day: 9am - 9pm	
	Brains Dark Smooth Mild Brains Bitter	0845 650 1886	Mon-Fri: 8.30am - 5pm Sat/Sun: 10am - 5pm	
	Pepsi Diet Pepsi R Whites Lemonade	0845 758 1781	Daily: 8am - 9pm (Excludes Christmas Day)	
	Caledonian 80/- White Cap Keg	07000 235767	Mon-Fri: 8.30am - 8pm Weekends: 9am - 9pm Christmas/Boxing/New Years Day: 9am - 9pm	
	Strongarm Trophy Special	01429 852028	Mon-Fri: 9am-5pm (All other times answering service)	
	Ansells Mild Ansells Bitter Carlsberg Calders Double Diamond San Miguel	Greenalls Mild Lowenbrau Orignal Pale Skol Tetley	0845 782 0820	Daily: 8am - 9.30pm (Excludes Christmas Day)
	Red Stripe	01234 279260 01234 272766	Mon-Fri: 8am - 5.15pm Evenings/Weekends/ Bank Holidays: 9am - 8pm	



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	Coca-Cola Diet Coca-Cola Schweppes Lemonade	0870 533 6699	Mon-Fri: 8am - 9pm Sat: 9am - 6pm Sun/Bank Holidays: 10am - 4pm (all other times calls are transferred to a call handling service)	
	Addlestons Dry Blackthorn Gaymers Olde English	Red C Stowells Wines Taunton	0800 136762	Mon-Fri: 8.00am - 6pm Weekends/Bank Holidays: 10am - 4pm (Excludes Christmas Day)
	Allbright Brew XI M&B Mild Stones Bitter Worthington Carling	Grolsch Caffreys Coors Fine Light Toby C2	084 560 01777	Mon-Fri: 7am - 9pm Sat/Sun: 8am - 9pm Christmas Day: 9am - 4pm Boxing Day/New Years Day: 9am - 9pm
	Guinness		0845 751 5101	Sat: 9am - 5pm Sun: 9am - 3pm (All other times answering service)
	Greene King Dark Mild Hardys & Hansons Ales IPA Smooth Keg IPA Keg		0845 712 5818	Mon-Fri: 8.30am - 5pm (All other times answering service)
	Artois Bock Bass Boddingtons Becks Vier Tennents Flowers Hoegaarden Leffe	Murphys Irish Stout Peeterman Staropramen Stella Artois Castlemaine XXXX Trophy Bitter Smooth Welsh Bitter Whitbread	0845 710 0600	Daily: 8am - 8pm (365 days a year)
	Bulmers GL Bulmers Original Courage Chestnut Mild Fosters John Smiths Kronenbourg Magnet Miller Pilsner McEwans	Scrumpy Jack Strongbow Stonehouse Theakstons Bitter Theakstons Mild Websters Woodpecker Youngers Newcastle Exhibition	0845 878 7075	Daily: 7am - 9pm (365 days a year)
	Thatchers Cider		01934 822862	Mon-Fri: 9am - 5pm (All other times answering service)



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	Banks Bitter Hansons Mild Banks' Original Smooth Marstons Pedigree Mansfield Smooth	01902 329511	Mon- Fri: 8am - 6pm Sat: 9am - 4pm Sun: 9am - 3pm
	Bulmers Traditional Scrumpy Old Rosie Stowford Press	01531 660117	Mon-Fri: 9am - 5pm (All other times answering service)
	BOC Gas	0845 7 302302	Mon-Fri: 8am - 5.30pm (All other times the number will re-direct the call)
	Air Liquide formerly Messer Gas Systems	0800 7314812	Mon-Sun: 8am - 11pm
ALL problems with CASK ALES dispense need to be directed to the PRINCIPAL BREWER			

