The mailbox [TraffordAssist@trafford.gov.uk](mailto:TraffordAssist@trafford.gov.uk) will be manned during the 3 working days over Christmas for any queries you receive. Please also be aware that there will be a delay in customers receiving bacs payments due to the bank holidays and we would advise anyone in emergency situations to request vouchers when completing the application.

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| Christmas payments    If you require emergency help with food/ fuel and request a bank payment, please be aware that this takes 3 working days which does not include bank holidays. During the Christmas period, if you require a payment quickly please request a voucher when completing your application form and this will be processed on the days we are open over Christmas.  Payment methods cannot be changed once you have submitted your form. |

**Christmas opening hours**

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| Monday - 23 December 2024 | Usual opening hours |
| Tuesday - 24 December 2024 | Usual opening hours |
| Christmas day - 25 December 2024 (bank holiday) | Closed all day |
| Boxing day - 26 December 2024 (bank holiday) | Closed all day |
| Friday - 27 December 2024 | 10:00 till 14:00 |
| Monday - 30 December 2024 | 10:00 till 14:00 |
| Tuesday – 31 December 2024 | 10:00 till 14:00 |
| Wednesday - 01 January 2025 (bank holiday) | Closed all day |
| Thursday - 02 January 2025 | Usual opening hours |