

## Christmas opening hours

We will be here over the festive period if you need to speak to us. While we are running a slightly reduced service, we will still do all we can to help.

## Torus Customer Hub

From **24 December to 2 January**, our Customer Hub is open from **8am to 4pm** on weekdays and from **8am to 12 noon** on Saturdays. The Hub is closed on Sundays and for the Christmas and New Year bank holidays.

When our Customer Hub is open over Christmas and New Year, our team will respond to:

- Calls to 0800 678 1894
- Emails to [info@torus.co.uk](mailto:info@torus.co.uk)
- Web queries using our online form

When we are closed, you can still report emergency repairs by calling our **out-of-hours service on 0800 678 1894**.

For our opening hours over the festive period, please visit our Contact Us page. To learn how to report a repair, and what classes as an emergency repair, please visit our Repairs page.

## Torus receptions

Our Torus reception opening times are slightly different from **Wednesday, 24 December 2025**. We will return to our usual opening hours on **Friday, 2 January 2026**.

