

What is Chelvets?

Chelvets is a dedicated out-of-hours veterinary service based in Cheltenham. Chelvets provides veterinary care for pets that are unwell or have been injured after their regular vet closes. This is similar to the casualty department in human hospitals. We open evenings, weekends and public holidays.

Why do we need an out-of-hours veterinary service?

Vets, just like doctors, cannot work a 24-hour day 365 days a year. In order to provide your pets with quality veterinary care after normal working hours, your vets have made a special arrangement with Chelvets. The vets and nurses who work for Chelvets don't work during the day. This means that they are not tired during the out of hours period and as a result your pets will get the best veterinary care possible.

How does this arrangement work?

We provide an out-of-hours veterinary service for veterinary practices in the Cheltenham and Tewkesbury areas. If you need veterinary assistance outside normal working hours you should telephone your regular veterinary practice. In some cases you will be told Chelvets' phone number. In other cases you will be put directly through to Chelvets. A vet and a nurse will be working so you can always get help for your sick or injured pet.

What services do Chelvets offer?

Chelvets provides consultations on an appointment system however we are always happy to give advice over the phone. We are a fully equipped vet clinic with all the equipment that your regular vet has. We can perform surgery and have a wide variety of diagnostic equipment including an xray machine, ultrasound machine and blood test machines.



Where is Chelvets?

The Chelvets' service works from a veterinary clinic in the park and ride car park at the Cheltenham Racecourse. We rent the premises during the out-of-hours period. We are off the main road so SatNav won't get you to our door, however using GL52 3LE will get you quite close. Generally the best directions would be to go in the entrance of the racecourse, count 3 lamp posts on your right hand side and then turn immediately right. You then drive across the car park to the very end and the surgery is a large two storey brick building.

Can I just arrive at the clinic?

PLEASE phone before coming to the clinic. We would prefer you not to turn up unannounced, as the vet may be already dealing with other emergencies or may be off the premises on an emergency call out. Phoning first will ensure that the vet can make specific preparations for your pet's arrival.

How much does it cost?

Our initial consultation fee includes an out of hours component however after this our costs are approximately the same as those of your regular vets. As a rough guideline the initial consultation will be just under £100 however after midnight this will increase. When you call us we will explain the costs more thoroughly before you come to see us. Full payment will need to be made at the time of consultation or collection of your pet. If your pet is insured we ask that you pay us and we can help you make a claim back from your insurance company.



Some common Emergencies

Road traffic accidents
Cuts or other skin injuries
Sudden onset limping
Swollen stomach
Breathing difficulties or severe coughing
Difficulty urinating
Severe diarrhoea
Persistent vomiting or gagging
Seizures
Weakness or collapse
Ingestion of medication intended for humans
Overdose of animal medication
Poisoning
Snake bites
Difficulties whelping
Burns



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Client Information Brochure

In an emergency situation it is important to remain calm. Always phone your vet before leaving the house so that they can expect you.

Notes

01242 522 022



ChelVets
...we open when your vet closes