

Tanatori Āltima Truyols
Sabadell

PET ACCESS PROTOCOL FOR FUNERAL HOMES

1. PURPOSE OF THE PROTOCOL

The purpose of this document is to **inform families about the conditions of access and coexistence of pets within Àltima funeral homes**, ensuring the well-being of the animals and respect for all users of the facility.

2. PERMITTED ANIMALS

The following pets are allowed:

- Dogs
- Cats
- Caged birds
- Small mammals (rabbits, hamsters, ferrets, etc.)
- Reptiles in portable terrariums

Wild animals, large exotic animals, or any animals that may pose a risk to people are not permitted.









3. GENERAL ACCESS CONDITIONS

To enter the facility, pets must meet the following requirements:

- The animal must **always be supervised by a responsible adult**.
- Dogs must be **kept on a short leash**.
- Cats, birds and reptiles must be **transported in a closed carrier or terrarium**.
- The animal must be in good health and show no signs of aggression or extreme stress.
- It is recommended that the pet's veterinary records are up to date.







4. DESIGNATED AREAS

To ensure harmonious coexistence:

- Pets may **only access viewing rooms and designated pet-friendly areas.**
- **Animal-free zones** are available for individuals with allergies or sensitivities (*please consult the facility staff*).
- A designated **relief area is available for pets** (*please consult the facility staff*).
- **Pets are not permitted in:**
  - Large ceremony rooms (*unless previously authorised*).
  - Catering and dining areas.
  - Staff-only operational areas.





5. ANIMAL WELFARE

To avoid stressful situations:

- Keep pets in a **calm environment**, away from loud noises and crowded areas.
- **Water stations** and suitable waiting areas are available.
- If the animal shows signs of nervousness, taking it outside for a few minutes is recommended.











6. RESPONSIBILITY AND HYGIENE

Regarding **hygiene and incidents**:

- **The family is responsible** for cleaning up any waste or incidents caused by the animal.
- A designated **pet relief area is available.**
- **Hygiene kits** are available for immediate use.
- Any damage caused by the animal will be **the responsibility of its owner or handler.**

8. LIMITATIONS AND EXCEPTIONS

Àltima reserves the right to:

- **Refuse entry** to animals displaying **aggressive behaviour.**
- **Limit the number of pets per family** depending on attendance levels at the facility.
- **Request that an animal** leave the premises if it interferes with the proper operation of the service.

7. COEXISTENCE WITH OTHER USERS

To ensure respect for all visitors:

- Do not allow pets to approach other families **without permission**.
- Keep the **animal close and under control at all times**.
- In the event of a conflict, staff may intervene and, if necessary, **request the temporary removal of the animal**.

9. ACCEPTANCE OF THE PROTOCOL

By entering the funeral home with a pet, the family acknowledges that they have read and accepted the rules set out in this protocol.