



IMPORTANT NOTICE TO ALL DONORS

As a plasma collection facility, we endeavor to keep a professional and safe environment for our donors and employees. It is our desire to provide a comfortable and pleasant experience for you while you are visiting a Biotest Plasma Center. We will treat you with the utmost respect and will make every effort to facilitate the plasma donation process as quickly as possible.

We strive to provide you with a professional, state-of-the art, clean facility and appreciate your assistance in maintaining that status. In order to do so, we need your help and ask that, while visiting us, you observe and conform to the following rules and requirements:

LOITERING AND LITTERING

- **PLEASE** abide by and conform to all posted rules in and around the center.
- **PLEASE** do not loiter before or after your plasma donation. ***Loitering, littering and smoking in and about the Plasma Center and in the common areas are strictly prohibited.***
- **PLEASE** do not line up outside the Plasma Center before opening hours. Our doors will open promptly in accordance with our hours of operation. Please take note of the opening hours and plan to arrive at the center accordingly.
- **PLEASE** dispose of all soiled gauze and arm wraps in the proper receptacles located in the lobby. Do not drop soiled gauze or arm wraps in the parking area; this is clearly unacceptable littering, an unsanitary practice and a possible health hazard.

PARKING

- **PLEASE** park only in the designated Biotest parking spaces; parking in non-Biotest designated spaces could result in your car being towed at your expense.
- If there are limited spaces in the parking lot – **PLEASE** be mindful and considerate of other donors and customers. ***Lingering in the parking lot or waiting inside a parked car for more than 15 minutes is unacceptable*** and in violation of the NO LOITERING rules.
- **PLEASE** do not park your bicycles anywhere except for the designated Biotest bike racks and be sure to lock them; Biotest will not be responsible in the event of loss or theft.

VISITORS AND FRIENDS

- If someone accompanies you or drives you to the Plasma Center, please ask them to come back and pick you up once you are finished with your plasma donation.
- ***Our waiting room is for donors only.*** One adult guest per donor is allowed to wait in our waiting room for you.
- ***No one under 18 is allowed in the Plasma Center;*** therefore please do not bring minors with you while you are donating or leave unattended in your vehicle at any time. Violating this rule could result in deferral from future donations.

RULES OF CONDUCT

- **PLEASE** refrain from loud and abusive language and do not engage in arguments in or around the Plasma Center and common areas.
- **PLEASE** be courteous - do not be disruptive, abusive or disrespectful to other donors, our employees or our neighbors.
- **PLEASE** be considerate and respectful of the pleasant environment we offer for your convenience - while in our facility refrain from putting your feet on the furniture, walls and equipment.
- **PLEASE** end all calls before the start of your donation process and ensure phones are on silence/vibrate mode while in the center.

We appreciate your assistance and support in conforming to these rules.

PLEASE NOTE: Any donor who refuses to follow the rules and creates an unpleasant experience for other donors, our employees and/or our neighbors will be refused service. In addition, they will be asked to leave the premises and will be deferred from donating in the future.

Thank you for your cooperation!
BIOTEST PLASMA MANAGEMENT