

MUSICITY PRODUCTIONS – Q & A

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Thank you for your interest in MusiCity Productions! We specialize in providing Professional Disc Jockey services to Central Iowa and the surrounding areas. We would love to perform for you!

We have been in the business since the year 2000 and we strive to create the best sounding show possible given the acoustical challenges. Our System racks contain state of the art Amplifiers, Equalizers, limiter/noise gates and power protection technologies. What does this mean to you? It means providing the best sounding performance possible.

As interested as we are in providing our clients and sponsors with great sounding music, we want to ensure your questions are answered when looking for a DJ. We have put together this Questions and Answers publication for your review. A majority of these questions have come from past clients.

If you have any questions that are not covered in this document, feel free to contact us via email at: djrequest@musicityproductions.com or by phone: 641-275-2841.

Q: I am interested in booking MusiCity Productions for my Special Event. What do I need to do?

A: Simply contact us via email at: djrequest@musicityproductions.com, by phone: 641-275-2841 or by filling out our online availability form at <http://www.musicityproductions.com/inside4.html>. We will need some basic

information to get started. We will ask you what type of event you will need our services for. (Wedding, Birthday Party, School Dance, Corporate Event, etc). We will need the date, time you want us to start playing music and when to stop.

Once we receive this basic information, we will check our calendar and see if we are available. We will try our best to inform you if we are available right away. If not, we will check the calendar and get back to you as soon as possible. We check the email several times a day. Since all members of this DJ service have full time jobs with other employers, we may not be able to answer the emails or phones immediately. We will make every attempt to return your email or phone call within 8 hours or less.

If we verify our availability for the date and time you requested, we'll work with you on filling out a contract to officially book your event.

Q: Do I need to meet with you in person to go over the contract and arrangements for my event?

A: This is not required. We understand that in today's world, many of us have busy lives and it may not be entirely possible to meet in person before the event but we definitely can do so and recommend it for certain events such as weddings to go over certain music that you may want played. We may request that we be able to come on site where we will be performing to ensure adequate space for equipment placement.

Q: Can I provide you a list of songs to be played ahead of time? For example, if I were to book you for a wedding and I wanted a certain set of songs played throughout the night, could this be done?

A: Yes we can. We do however request this be coordinated before the event takes place. We can definitely work with you on any last minute changes as well. We provide what is called the "Wedding Primer" for weddings which helps pick out songs for the event throughout the night.

Q: Is this DJ service your full time job?

A: No. All 3 members of this DJ service work full time jobs of other employers. However, this is our secondary job and we value it very much.

Q: Why does your DJ service have a contract? What is it for?

A: Like most professional DJs, a contract is used to explain what is required by the DJ to perform services as well as what is required from our clients requesting our services. The contract is designed to protect both you and us against financial liabilities. It is a legally binding document once signed. **The contract must be filled out COMPLETELY, signed by both parties and returned along with a deposit for "post-booking" before services are performed. Failure to do so may result in abortion of the performance. We request the contract be completed and given to us as soon as possible if you decide to use our services. Typically we request the contract and deposit to be given to us one week after it is agreed that our services will be used. *There may be exceptions to this rule on last minute booking based on availability.* A copy of the contract can be given to you upon request.**

Q: I need to make a deposit? Is it refundable?

A: Yes, a deposit needs to be made prior to us providing our services. Having a deposit allows us to say "we are booked at that date and time requested." With you making a deposit, it shows that you actually intend on using our services. If we did not require you to make a deposit, you could cancel your booking at any time without consequence. We could potentially miss out on other bookings as a result. Deposits are inclusive to the total payment quote. For example, if we quoted you \$500.00 for payment and requested a deposit of \$75.00, a payment of \$425 equaling the total of \$500.00 would be due when we complete our services. Deposits are requested as soon as the client/sponsor agrees on using our services. A minimum of \$75.00 is required for the deposit. Deposits are non-refundable. **Gigs are NOT considered fully booked until we receive the deposit along with the fully completed contract.**

Q: Do you charge by the hour, by a certain amount of equipment used, how do you decide what amount to quote me for payment?

A: We do not charge by the hour. MusiCity Productions bases our quotes on the following criteria that formulates pricing of the "show":

- Location of the event
- Type of event
- Estimated transportation costs (Distance to and from performance location)
- Usage of MusiCity Productions Projector for slide show (Including the creation of slide show of pictures provided from clients/sponsors)
- Additional equipment used at ceremony aside from reception for wedding events

The cost of payment is clearly defined in the contract as quoted by one of us. For example, if we quote you a payment of \$500.00, we mean \$500.00. There are no extra charges or hidden fees, ONLY what is required for payment as stated in the contract.

Q: I've heard that your prices are very reasonable. What are your average rates? How is this low cost possible?

A: We work with suppliers and manufacturers directly instead of 3rd party merchants to purchase our sound gear. We keep an eye out for used gear in good condition for sale. Additionally, we maintain our own webpage instead of hiring someone to do it which saves on costs. End result means a lower cost show for your event! Comparable DJs with the amount and quality of gear we have would most likely charge in the range of \$1000.00 - \$1400.00 for a 4 hour performance. We typically charge in the range of \$400.00 - \$900.00 for the show and do not limit to a certain timeframe such as the aforementioned 4 hours above. We will do our best to keep the quote as low as possible and we also feel that each Client deserves the best we have to offer.

Q: Will you play songs that are requested to be played?

A: Most definitely. Guests can bring up CDs with songs to be played as well. Please keep in mind we may not be able to play every request in certain circumstances. School dances, we may be limited on some of the content we can play at the request of the faculty. Also, we keep a wide range of musical selections, but we cannot guarantee we will have every song on hand. Rest assured, we are constantly researching to get new songs that come out on the daily as well as songs that have been requested but we don't currently have. We use ERG music service to learn about new artists and hot new releases. We carry music from many genres.

Q: What type of amplifiers and speakers do you guys use? Do you equip subwoofers with your mains?

A: We equip mostly Mackie gear for our main PA speakers and incorporate the use of DB drive subwoofers with custom built enclosures for high quality sound and high SPL. We use Mackie Mixers with built in Equalizers along with Behringer Sound processors. We do not skimp on the necessities either. We power our gear with high quality power conditioners and connect all our components with high quality studio grade connectors and wiring for a very clean sounding show. Routine maintenance and testing is performed on all our gear.

Q: Do you have special effects such as lights and fog machines?

A: Most definitely. This is the bread and butter of the action! We carry several intelligent lighting devices as well as several fog machines to provide visual entertainment. Some concerts and touring events use the same type of equipment we use. We have added to our visual effects line with new intelligent lighting for bigger and brighter shows! We incorporate the use of DMX light controllers to control our intelligent lights. Our lighting system footprint is expandable from as small as 6 feet all the way up to 24 feet! Feel free to request more information on our lighting.

Q: How long has this DJ service been established?

A: Since the year 2000. We continue to improve the way we do things and continue to grow, service the state of Iowa and its great patrons.

Q: I hear you guys have a projector. What is it used for?

A: Special lighting effects, live pictures of the audience and slide shows of pictures that may be provided from you! It is a great way to share moments with family and friends!*

*We use Microsoft Power Point to create slide shows of pictures that you can provide for us. Pricing of slide shows would be included in the payment as mentioned earlier. Please note the use of a projector may not be suitable for use in all locations due to the size and layout of the stage we may play on. This is something we will need to confirm with you if you inquire the use of a slide show on our projector. Contact us for more details.

Q: How long does it take to setup your equipment?

A: We request that we have a minimum of 2 hours (3 hours preferred) to setup our audio and lighting equipment. We also request that we have 1.5 hours to tear down after the end of the show. We need ample time to setup and test before your guests arrive to provide a smooth operating show. Setup time can vary based on factors such as if our rig is setup on the ground floor, the type of area we have to work in, etc.

Q: What's your dress code you follow when providing performances?

A: We generally dress business casual. At weddings we generally wear khakis or dress pants with a polo, button down shirt or sweater. Dress shoes. At some school events, we may wear MusiCity Productions apparel. On hot summer days, we prefer to wear khaki shorts with polo shirts. We can work with you to wear certain attire if requested.

Q: Can you provide references?

A: Yes. However, we may ask that you contact them in a certain fashion. We value our past clients' time and privacy and will ask them how they prefer to be contacted.

Q: Can you provide music and/or lighting for my Wedding Ceremony along with my Wedding Reception?

A: Yes, based on the availability of equipment and the proximity of the ceremony vs. the reception.

Q: Can you provide DJ services at Block Parties?

A: Yes we can! We are very versatile and love to perform at block parties! Please note however it is the client's responsibility to obtain a noise permit if required.

Q: Do you use a computer to play music?

A: Our primary means of playing music is through laptop computers which come equipped with a battery in case we temporarily lose power. This prevents computer reboot time. We perform routine maintenance on our computers to ensure optimum operation. We still have CD Players to play CDs guests may bring to the DJ table.

Q: You mentioned the issue with losing power above ... What happens if your equipment loses power or fails?

A: This is every DJ's nightmare and is certainly not good for the client. We test our equipment before each showing to ensure power integrity. Included in these tests are rigorous - stress testing procedures to ensure system uptime. There have been occasions where a bad storm may come up and cut power to the facility in which we have performed. Lightning storms can obviously induce interference with electronic equipment. We employ the use of high current surge protection technologies to prevent interference of weather related issues as well as other issues such as outdated or poor wiring. We use a UPS (Uninterruptible Power Supply) to maintain power to some of our equipment as well in case of a power loss. Additionally we carry backup equipment if our original setup equipment would fail. More information concerning power is stated in the contract. We generally team up before the event takes place and develop an "emergency plan" if such situation were to occur to minimize system downtime.

Q: Can you play longer than originally requested? For example, I book you to play from 6 PM to Midnight, can you play past Midnight?

A: Yes, and at no additional charge. However, we reserve the right to limit the amount of overtime allowed.

Thank you for reviewing our Q & A publication. We hope this answers many of your questions before deciding to use our services.

Be sure to visit www.musiCityproductions.com for our most recent Q & A publication.

-MusiCity Productions Team