

V-Sound Productions - Frequently Asked Questions

V-Sound Productions has compiled this list of Frequently Asked Questions (FAQ's) to assist you with any questions you may have about our Disc Jockey (DJ) Services. The questions have been sorted into various categories to help find answers faster. If you don't see your question answered here or for more information, call Joe Vaccaro at (919) 367-7217 or visit our web site located at: www.vsoundproductions.com.

BOOKING A DJ

Question: How far in advance of my event should I reserve a DJ?

Answer: It is best to reserve your DJ at least 3-6 months in advance of your event. This will help to ensure that a DJ will be available for your event and that our staff has enough time to help you plan the details of your event. Our Disc Jockey services are based on a "first come, first serve" basis so it is best to plan ahead.

Question: How do I reserve a DJ for my event? How does the process work?

Answer: It is a very simple process. Just follow the steps below.

STEP 1 – FREE CONSULTATION

Contact V-Sound Productions at (919) 367-7217 for a FREE, no obligation consultation to discuss the Disc Jockey (DJ) Services for your event. This can be also be done via e-mail, fax or in-person depending upon what is most convenient for you. V-Sound Productions offers UNLIMITED telephone, e-mail, fax and in-person consultations for ALL clients who contract Disc Jockey Services within our normal service area. For weddings, we recommend that you have at least one (1) in-person consultation with your DJ prior to your event. During your FREE consultation, we will discuss the general details of your event and work with you to customize a Disc Jockey service package that best fits your wants and needs.

STEP 2 – RESERVING YOUR DJ

Once you choose a Disc Jockey service package that works best for you, you will be asked to sign our DISC JOCKEY SERVICE CONTRACT and make a \$ 200.00 minimum non-refundable down payment to reserve your Disc Jockey Services. You may also be asked to complete a CREDIT/DEBIT CARD ADDENDUM in order to secure payment. The remaining balance is due no later than 30 days prior to the event date. For services contracted within 30 days of your event, the entire balance will be due upon signing the DISC JOCKEY SERVICE CONTRACT. The DISC JOCKEY SERVICE CONTRACT has specific contractual obligations on both you (the client) and V-Sound Productions. It is designed to protect both parties and both parties sign the contract and agree to the terms listed.

STEP 3 – CONFIRMATION & CONSULTATION

Once we receive your signed DISC JOCKEY SERVICE CONTRACT, your down payment and CREDIT/DEBIT CARD ADDENDUM (if needed), you will receive an e-mail confirmation informing you that your Disc Jockey services have been reserved for you. V-Sound Productions will assign you a DJ and place a hold the date and times for which you have contracted. Your DJ, date and time are reserved ONLY for YOU. We DO NOT book services for anyone else for the date and time that you have reserved and will turn away other potential clients if necessary. This ensures that you will have Disc Jockey Services for your event. Your DJ will then provide custom event planning services, perform service preparations and work with you on any remaining details of the Disc Jockey Services in a time and manner most convenient for you until your final consultation. For more information on our Custom Event Planning services, call Joe Vaccaro at (919) 367-7217 or visit our web site located at: www.vsoundproductions.com.

STEP 4 – FINAL CONSULTATION

The final consultation is usually performed 30 days prior to your event. During the final consultation, your DJ will finalize and confirm all of the details of your event and of the Disc Jockey services. Any remaining balance due would also be collected at this time.

STEP 5 – EVENT DATE

On the day of your event, your DJ will arrive appropriately attired and with the necessary equipment to perform Disc Jockey services approximately one (1) hour prior to the contracted start time to set up equipment and perform any preparations necessary to provide Disc Jockey services as scheduled. Toward the end of the performance, your DJ will ask you if you would like to extend the Disc Jockey services. If YES, your DJ will charge any applicable fees and perform services accordingly. Around this same time, your DJ will also ask you to complete a COMMENT CARD. This will allow you to express your comments regarding the Disc Jockey services you received and provide you the opportunity to show your appreciation with a gratuity (a tip for your DJ). You can also provide feedback on our web site located at: www.vsoundproductions.com. Once the Disc Jockey services have been completed, your DJ begins to pack up equipment and complete any final tasks.

Question: What if my event runs longer than expected? Can we purchase extra time?

Answer: Most of the time, the answer is YES. It depends if extra time is available. It is possible that your DJ may be reserved for another event before or after your event. We suggest that you book as much time as you think you will need in advance to ensure your DJ is performing for as long as you need. Extra time is available for an additional fee. Extra time purchased at the event will be charged at a higher rate. Consult your DJ for assistance.

GENERAL

Question: What is included in your DJ packages?

Answer: ALL V-Sound Productions Disc Jockey (DJ) service packages include a FUN, reliable, experienced, friendly professional DJ, powerful sound system, multi-colored light show, personalized event planning services from our expert staff, professionally mixed music from our huge, diverse music library of thousands of songs on CD for superb sound quality, professional equipment, liability & equipment insurance and much more! Your DJ will arrive at your event location appropriately attired approximately 1 hour prior to start time for set up. We will also take care of any announcements, take requests, provide appropriate crowd interaction and serve as the Master of Ceremonies (MC) and coordinator for your event to make sure your event runs smoothly so you can and your guests can have a stress-free, fun time.

Question: How do your DJ's dress for events?

Answer: It depends on the type of event. Our DJ's generally wear tuxedos for formal events such as weddings etc. and casual pants (khakis) and polo shirts for informal events such as birthday parties, school dances etc. You can request that your DJ be formally or informally dressed for your event.

Question: What kind of experience/training do you have?

Answer: Owner/DJ, Joe Vaccaro has 22+ years experience as a Mobile and Radio Disc Jockey and Special Event Consultant. He has also worked as a Musician, Producer, Remixer, Composer, Sound Engineer and Artist Consultant for such artists as Dream Factory, Arthur Loves Plastic and others. Joe's vast professional experience and talent at hundreds of events makes V-Sound Productions uniquely qualified to make your event a SUCCESS!

Question: Are you licensed and insured?

Answer: Yes, V-Sound Productions is fully licensed and insured. We carry equipment and liability insurance coverage so can rest easy and have confidence that your event will be handled properly. Not all companies are properly insured exposing you the customer to the risk of lawsuits and/or large costs if something goes wrong. We can also provide you proof of insurance FREE upon request for your piece of mind.

PAYMENT

Question: What forms of payment do you accept?

Answer: V-Sound Productions accepts cash, check, money order, major credit cards (VISA, MasterCard, Discover etc.) and [PayPal](#) payments. We also offer flexible payment plans to assist you. Contact Joe Vaccaro at (919) 367-7217 for more details.

Question: Why do I need to pay in full in advance for DJ services? Can't I just pay you when the DJ arrives on the date of the event?

Answer: No, you cannot pay when your DJ arrives on the date of your event. The total performance price as stated in the DISC JOCKEY SERVICE CONTRACT you will need to sign states that a minimum \$ 200.00 non-refundable down payment is due upon signing with the remaining balance due no later than 30 days prior to your event. You may also be asked to complete a CREDIT/DEBIT CARD ADDENDUM in order to secure payment.

There are many reasons for this policy. We have listed a few of the many reasons why we have had to adopt this policy.

1. Client non-payment. There is no guarantee that we will get paid. Every DJ has heard the various excuses from clients such as: "I don't have any enough cash on me", "I forgot my checkbook", "The person who has your money isn't here", "I promise I will send you a check tomorrow", "I don't feel comfortable giving you all the money when I don't know if you will show up to perform?" etc. We have lost too much money and potential business due to the inability to rebook the date and time for someone else due to client non-payment. Everyday, millions of people pay for products and services in advance via telephone, e-mail, fax, mail and the internet without ANY guarantee of receiving anything in return. Paying in advance is a common business practice in today's world. It is the risk and cost of doing business in a global economy. V-Sound Productions offers you the safety and reliability of a legally binding contract and numerous written references to verify our claims. V-Sound Productions has hundreds of satisfied clients that can attest to our integrity, reliability and to the quality of the products and services we provide. Do you have hundreds of people that can do the same for you?

2. Insufficient bank funds, bad checks, invalid credit cards, fraudulent documents etc. Even if we do receive payment, how do we know it will be legit? This is becoming an ever increasing problem. The resulting problems cause American businesses to lose millions of dollars every year. It results in stricter company policies, legal issues etc. which businesses then have to pass on to consumers in the form of higher prices.

3. Risk. V-Sound Productions has enormous amounts of time, money and resources invested. No business can afford to risk thousands of dollars of equipment and large amounts of time and resources to provide products and services for clients without taking necessary measures to ensure they are properly compensated. There is also the risk of property theft and staff injury every time we provide Disc Jockey Services for an event. While V-Sound Productions carries equipment and liability coverage, there are no guarantees on recovering losses. In addition, V-Sound Productions will likely spend an equal or greater amount of time and resources on event planning and service preparations in advance of your event than on the actual performance on the day of your event itself. Simply put, we are risking far more than our clients do and with far fewer assurances of being properly compensated.

Question: Do I need to tip the DJ?

Answer: It is entirely up to you. Our staff works very hard on the day of your event and behind the scenes to make your event special and it is a great way to show your appreciation for their efforts. While it is not required to tip the DJ, it is customary to do so. A customary tip is 10% - 20% of the total performance price. For example, at an event where the total performance price is \$ 400.00, a customary tip would be \$ 40.00 - \$ 80.00. You can also specify an amount of your choosing.

EQUIPMENT

Question: Do you provide all of the equipment? Is there anything I need to provide for the DJ?

Answer: Yes, our DJ's arrive with all the necessary equipment to perform services at your event. All we ask is that you provide safe, lawful working conditions, free parking and reasonable access to the location of performance, one 6 foot rectangular shaped one piece banquet style table, reasonable access to at least 2 live grounded electrical outlets and a space measuring at least 12 feet wide, 8 feet deep and 8 feet in height within 6 feet of the dance floor and/or designated dance area for V-Sound Productions staff and/or representatives a minimum of one hour prior to the start time of the performance. Sufficient covering should also be provided for the DJ and equipment for all outdoor events. If sufficient covering cannot be provided, please contact V-Sound Productions. ALL of these provisions are required to ensure V-Sound Productions has sufficient time and resources needed to set up equipment and make preparations to perform services properly and on schedule. Performance of services will not commence until ALL of these conditions are met. These are provisions that are readily available at little or no cost to you and are generally provided by the location of your event. If you are unsure whether your event location can provide these provisions for you, you should contact them directly or contact V-Sound Productions for assistance.

Question: What types of equipment do you use?

Answer: V-Sound Productions uses ONLY professional grade equipment from top manufacturers like Numark, Mackie and others. NO cheap, unreliable laptop computers or MP3 players like other DJ's. Our standard sound system consists of a powerful, efficient 2-speaker amplified sound system with 15" woofers, dual CD players, mixer, wireless microphones, advanced audio processing and more allowing us to provide you with superb digital stereo sound quality at any volume. BETTER SOUND QUALITY THAN THE STANDARD MP3's THAT MANY DJ's USE!! Our multi-colored light show consists of 4 high tech controllers each with 24 beams of light for a total of 96 multi-colored beams of light synchronized to the beat of the music. It is BRIGHTER, MORE COLORFUL & MORE ENERGETIC than many DJ's basic 4 beam PAR38 lighting rigs! Many DJ's charge extra for lights, we DON'T! This fabulous light show is included at NO extra charge with ALL of our Disc Jockey service packages.

MUSIC

Question: What types of music do you have?

Answer: V-Sound Productions has an extensive music library with 30,000+ songs in various musical genres from the 1930's to today. In addition to all of the typical DJ standards, we also have many special remixes, medleys and extended versions of many selections that you won't hear anywhere else.

Question: Do you have a song list I can look through and pick out songs?

Answer: No, we do not have a song list that you can look through and pick out songs. However, you can submit a list of songs you would like played. We do not publish a list because V-Sound Productions gets new music on a weekly (and sometimes daily) basis. To maintain and publish an accurate list of our complete music library would be too time consuming and unnecessary. However, we do post our list of our TOP 300 DJ SONGS. This is a list V-Sound Productions has compiled of our most requested and most played songs. It will also give you a small sample of the diversity of our huge music library. It is updated on a regular basis to reflect client trends. It is available for viewing and download on our web site located at: www.vsoundproductions.com.

Question: What if I want a song that you do not have?

Answer: Since we have an extensive music library with 30,000+ songs there is a good chance that we will have your request. If for some reason, we do not have a specific song you want, we will do our very best to get it in time for your event. If you prefer, you are welcome to supply us the song on a CD prior to the event.

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