

# Electric Radio - Residency Subscription

## Terms & Conditions

- The residency service is provided and managed by Electric Radio Limited, in conjunction with our management and production partners - Firebox Creative Limited and Creative Fix Limited. Your information will be shared between these companies for the purposes of providing the service, and for the production of supplementary content and services, subject to the tier you have opted for.
- Each subscription is subject to a minimum 30-day rolling contract. If you wish to cancel at any time, please message [support@electricradio.co.uk](mailto:support@electricradio.co.uk) and give 30 days notice or request this via the Stripe portal: <https://billing.stripe.com/p/login/00gaFdaeRaWV3JK4gg>
- Payments are due on the subscription renewal date and will be automatically collected by Stripe. If we're unable to collect your payments or your card has changed, we'll contact you to provide a manual payment.
- Reasons for termination include:
  - Three or more failed payments
  - Two or more failures to upload your show by the agreed airing date and time.
  - Clear and major variation in the quality of the broadcast or sound. This clause is only applicable in extreme cases where the quality of the show has been reduced, and we highly doubt it will ever need to be used.
  - Failure to actively promote your show or upload new episodes.
- Tier feature particulars:
  - Bespoke social content
    - We will provide a series of bespoke graphics each month for you to share on your social feeds.
    - These will vary in design each month.
    - We may from time to time re-purpose an existing design.
  - Social Boost
    - Using the above bespoke artwork, we will run paid, targeted, social campaigns on the day of your show up to the budget stated.
    - This service will be targeted in territories where we believe it will help to increase your audience.
    - It can also be targeted at the specific DJ's home town or area, please request this via support.
  - Mixcloud Live access.
    - This feature allows our DJs to access our Mixcloud Pro account and simulcast

their show at the same time as their fixed on-air show. To access this, DJs will need the following:

- Fibre broadband connection, ideally above 25-50mb+ to avoid dropouts.
  - Working knowledge of OBS software. Basic training will be provided from our team in getting this setup, but real-time support is not provided as standard or guaranteed.
  - Process:
    1. Record your show as normal, in either video or audio format.
    2. Upload your show as normal the day before your broadcast.
    3. At the time of broadcast, via Mixcloud either:
      1. Re-play your earlier video recording, and interact with watchers via the live chat on our account.
      2. Re-create your pre-recorded set, live in video and over Mixcloud. The on-air and Mixcloud broadcasts don't need to match exactly but they should follow the same track listing.  
-- Due to the ongoing lockdown and quality of home broadband, it's not currently suitable to allow direct and live broadcast on-air. From previous trials, there would be too many dropouts.
- Quarterly performance reports.
    - These will be issued every 3 months, in the first week, and cover listener data per monthly show + a breakdown of the top 3 countries in each period.
  - Customised jingle pack
    - We'll produce a bespoke pack of jingles to use both in your show, and which will feature on the day of broadcast on the main station. This will include:
      - You're listening to [DJ] on Electric Radio
      - Tonight at [Time] with the very best [style of house]. It's... [DJ]
      - If you have the correct mic equipment at home, we'll also provide the option to record some clips to feature in the jingles.
  - Subscriptions do not give unlimited and exclusive access to each of the available DJ slots. Electric Radio reserves the rights to revoke a slot at any time (as covered above in reasons for termination) or to move a DJ to a more appropriate slot where it's deemed appropriate.