

## General

### **1. Where can I access the content?**

BowlTV content is available online at [BowlTV.com](http://BowlTV.com). Access it on iOS, Android, Mac, PC and web browsers. You can also download the app via the Apple App Store, Google Play or Amazon Store. Note that FOX or FS1 live broadcasts may have geographic restrictions.

### **2. How often do I get to watch new content?**

Subscribers can enjoy multiple live events monthly, featuring top bowlers. Missed events are available in the archives.

### **3. Chat Guidelines**

BowlTV promotes friendly and respectful discussions. Offensive language or repeated violations will result in chat restrictions. For questions, contact [bowltv@bowl.com](mailto:bowltv@bowl.com).

### **4. Where can I change my password?**

- Log out of your account.
- Select "Forgot Password" on the login page.
- Follow the instructions sent to your email.

### **5. How do I change my username?**

Edit your username by selecting the top-right profile icon.

### **6. BowlTV Giveaway Rules**

For rules, visit [BowlTV Giveaway Rules](#).

## Viewing Experience

### **7. What browser should I use to view the stream?**

Use Google Chrome, Mozilla Firefox or Microsoft Edge for the best experience.

### **8. How do I watch it on a full screen?**

- Close sidebar: Click > to remove the chat and side panels.
- Theater mode: Click <-> to expand the screen while retaining panels.
- Full screen: Click the mini screen icon for an immersive experience.

### **9. The video or stream quality is poor. What can I do?**

Ensure a wired connection with at least 700Kbps download speed for standard quality, and higher for HD. Clear your browser cache, try another browser or refresh the page. Persistent issues? Contact customer support.

### **10. How do I download the BowlTV app?**

- Open the app store.
- Search for "BowlTV."
- Download and install the app.

### **11. How do I watch BowlTV on the app?**

Live events autoplay on the home page. Access archives via the menu or by scrolling through channel options.

## **12. How is the app different from the mobile web browser?**

The app keeps you logged in, offers improved navigation and supports TV streaming.

## **13. Why can't I update my information on the app?**

Account updates must be done on the BowlTV website for security reasons.

## **14. How do I manage app notifications?**

Enable or disable notifications in your profile settings.

## **15. How do I watch on my TV?**

Supported devices include Roku, Apple TV, Fire TV and Android TV. You can also cast from a mobile app or use an HDMI cable.

## **16. Why won't the archives load?**

Large archive pages may take time to load. Be patient before refreshing.

### Financial

## **17. Why hasn't my subscription been renewed?**

Common causes for failed renewals:

- Bank policies blocking the transaction.
- Expired credit card or insufficient funds.

Update your payment details within 48 hours of the automated email notification to avoid cancellation.

## **18. How do I update payment methods or cancel my subscription?**

Update payment or cancel subscriptions through your profile. Cancellations take effect at the end of the billing period.

## **19. How do I request a refund?**

Request refunds by emailing [bowltv@bowl.com](mailto:bowltv@bowl.com).

- Annual subscriptions: Refundable within 30 days of purchase.
- Monthly subscriptions: Refundable within one week of purchase.  
Refunds for event tickets are only issued for major disruptions. Taxes and fees are non-refundable.

## **20. How do I use my access code?**

- Go to [BowlTV.com/subscribe](https://BowlTV.com/subscribe).
- Sign in or create an account.
- Enter your six-digit access code under the subscription options.

## **21. Account Sharing**

Account sharing is prohibited. Logging in from more than two IP addresses will result in account booting.

## **22. My payment was rejected. What can I do?**

- Verify billing details (expiration date, CVC code).
- Contact your bank for assistance.
- Try an alternative payment method.

## 23. Terms of Services

View the full terms at [USBC Terms of Service](#).