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What is BBV's policy on game/schedule changes?

Our customers are very important to us, we do everything possible to make sure your experience is the best it can be. A large part of our success is based the information you provide at our game schedule form on the Big Boom Video Website.

Please be sure the information submitted is accurate, times and locations are very important.*

Schedule Changes

Notify us of any changes in scheduling 48 hours prior to game time. Unfortunately we do not have the resources to monitor schedules for all the teams we provide our service to, if your team has a schedule change please copy us on the same notification you send to your team.

Thank you for your business

*Travel fees – charges may be incurred if

- Time or location are entered incorrectly
- Schedule change notification must be 48 hours prior to game time
- Cancellation without 24 hour notice

All DVDs are copyright protected and may not be duplicated without prior written consent

What is the process for creating a Highlight Reel?

The process for creating a Highlight Reel is a very in depth and detailed process for BBV. Because of this we like to complete reels within **two weeks** to make room for new reels.

Clients are to fully submit all information and media within **5 days** (unless noted otherwise) of completing the [Highlight Sign-Up form](#).

This includes:

-Game footage

-Player information

- Accolades and awards*
- Player photo and/or video introduction*
- Music requests*

Once you receive your Highlight Reel:

- You have **3 days** to list any edits or revisions or submit for approval*

Any additional footage or editing requested at a future date is possible will be subject to additional editing charges.

What it takes the BBV Team to complete your Highlight Reel:

- BBV Filming Team:*** *Gathering/uploading/organizing hours of game footage, video intros, player stats*
- BBV Editor:*** *Sifting through 3+ games, logging and pulling player sequences (3+ hours)*
- Editing, highlighting, effects and audio (2+ hours)*
- Converting for online format (1+ hours)*
- Uploading to internet (1+ hour)*
- Holding 10-20GB of game file (duration of process)*

Why is my highlight reel video lagging/jittery/out of sync?

BBV produces and uploads everything in HD, to create the best viewing experience. HD or "high definition", is the highest quality form of video available today and is richer, clearer, and more life-like than standard TV and even DVDs. Because of this higher resolution, the file is larger than a standard definition video and can cause your video to lag if your connection is not fast enough. Our storage for hosting your videos has been increased from 5gb per video (most online videos you watch on Vimeo or YouTube are this size or smaller) to 50gb, and older computers and slower internet connections might not take too kindly to these advancements.

Some solutions:

- Pause the video, wait for the video to buffer, then watch it.
- Turn off any background downloads or applications.

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- Make sure you have the current version of the Adobe Flash pluggin. If you're not sure you can check by clicking here: <http://get.adobe.com/flashplayer/>
- Turn off the 'HD' button on the lower right hand corner of your video.

Please try these solutions. If they don't work, you can request your video to be produced in standard definition and a smaller file size, but remember, you may need to sacrifice video quality.
