



TICKETING POLICIES

The Bushnell is the only authorized seller of tickets to shows and events at The Bushnell Center for the Performing Arts. Tickets may be purchased through The Bushnell's website www.bushnell.org, on the phone (860) 987-5900, or in person at The Bushnell Box Office at 166 Capitol Avenue, Hartford CT.

When purchasing tickets, you represent and warrant that all information you provide, including but not limited to information concerning your name, address, credit card number, and other identifying information will be true, complete and correct, and that you will update any such information should it change. You agree that you will only use credit cards that belong to you or that you have been expressly authorized to use. You further agree that you will not attempt to conceal your identity by using multiple Internet Protocol ("IP") addresses or email addresses to use or to purchase tickets on our website or via a third-party ticket service.

The only authorized method to resell tickets purchased from The Bushnell is through Consign-back. Unauthorized sale, resale, or attempted resale using any other method is in violation of The Bushnell's Ticketing Policy and may result in seizure and cancellation without compensation.

Tickets may not be used for advertising, promotions, contests, or sweepstakes unless formal written authorization is given by The Bushnell. Any use of trademarks, name and other intellectual property of The Bushnell Center for the Performing Arts is subject to The Bushnell's consent.

PRICING

The Bushnell sells tickets on behalf of promoters and production companies who usually set ticket prices. Ticket prices are subject to change without notice. Prices listed on www.bushnell.org do not include applicable fees.



RESTORATION AND SERVICE FEES

A Restoration Fee is added to each ticket and used to maintain and improve The Bushnell facility. Ticket purchases are also subject to service fees, which serve as a primary source of revenue to sustain our nonprofit performing arts center and continue bringing high quality shows, events, and educational opportunities to our community.

ACCOUNT INFORMATION

Each MyTickets account must be linked to a unique individual and contain valid and verifiable information. Fictitious or multiple accounts may not be used to obtain tickets. We reserve the right to deactivate accounts, cancel orders, and prohibit purchase ability without notice or compensation.

TICKET DELIVERY

- Digital (mobile) tickets will not be activated until three (3) hours before show time. (FREE)
- Will-call tickets will be held in your name and can be picked up in The Bushnell Box Office up to two (2) hours before the show with a photo ID. (FREE)
- Mailed tickets will be shipped via. US Mail two (2) weeks prior to the event date. (\$3 handling fee; currently waived)

Learn more about [Ways to Buy.](#)

All ticket sales are final.

MINIMUM AGE REQUIREMENTS

Everyone attending performances at The Bushnell must have a ticket, regardless of age. To ensure optimum enjoyment for all patrons, we recommend that children under five only attend shows in the



Robinson & Cole Family Series and The Bushnell Children's Theatre series. Children 14 years or younger must be accompanied by an adult or guardian at all times while at The Bushnell.

FORMS OF PAYMENT

The Bushnell accepts cash, Bushnell Gift Cards, MasterCard, VISA, American Express and Discover.

PERFORMANCE CANCELLATION

If a performance is cancelled, information will be posted on www.bushnell.org and the following radio and television stations will be notified: WTIC AM (1080) and WFSB TV 3. If a show is cancelled or postponed, patrons may exchange tickets to another performance without additional fees (subject to availability), receive a credit on their account, or request a refund.

TICKET FORWARDING

Through your MyTickets account you can forward your tickets to another party. Once the recipient accepts a forwarded ticket a new barcode is issued and the sender's tickets are invalid. The Bushnell reserves the right to cancel transferred tickets if they were obtained fraudulently or in violation of The Bushnell's ticketing policies.

REFUNDS AND EXCHANGES

Contract terms with producers and production companies prohibits The Bushnell from issuing refunds therefore ALL SALES ARE FINAL. By purchasing tickets through The Bushnell you agree to not dispute or otherwise seek a credit card chargeback in lieu of not receiving a refund. Ticket purchasers have the option to Consign-back their tickets to The Bushnell. Ticket exchanges may be offered on a show by show basis (subject to availability) for a \$5 per ticket Exchange Fee.