



COCOMELON | VIP INFORMATION

We look forward to welcoming you at CoComelon Live!

To ensure your day runs smoothly and that you enjoy your full package, please read all of the information below.

Venue: The Bushnell

City: Hartford, CT

Package: JJ's Meet & Greet Extravaganza!

Date: December 3rd

SCHEDULE:

1:30 PM - VIP Check-in Opens

3:00 PM - Show begins

4:45 PM - Post-show Meet & Greet

All times are approximate and subject to change. We will notify you by email if there are any significant updates to the schedule above.

VIP CHECK-IN LOCATION

Check-in will be marked by a CoComelon VIP flag, located at the main entrance.

VIP MEET & GREET

The meet & greet will take place after the show. Please stay seated after the show and you will be directed to the meet & greet by our VIP host.

To ensure that JJ and friends are kept safe and healthy, masks will be required by adults when entering the Meet & Greet area. Children do not require a mask and adults may remove the mask during photos.

VIP PACKAGE INCLUSIONS

Click [HERE](#) to see all the inclusions of your VIP package.

PHOTOS

There will be a photographer to take photos at the meet & greet. After the event, you'll be able to view your photos [HERE](#) - please note these will not be available for 72 hours. *These are viewable only by those that attended the same session as you.*

All photos will be removed after 30 days. Please ensure you download your image beforehand.

FREQUENTLY ASKED QUESTIONS

I purchased these tickets as a gift for someone else and am not attending.

Please email us at cocomelonvip@superfan.live and let us know who you are transferring your tickets to. They will need to provide a photo ID at the door.

I was told I would receive a t shirt – will you be providing this to me?

CoComelon t shirts are not a component that is being handled by the CoComelon VIP Customer Service Team. You will need to reach out to the ticketing platform where you purchased your tickets from to find more information on where you can collect this if this is applicable to you.

Can I use my own camera?

Please visit the venue website for show policy regarding personal cameras in the venue. For the Meet & Greet, no personal cameras will be permitted - the photographer will take your photo and these will be emailed out within 72 hours of the event.

How do I get my merchandise?

You will receive a VIP merchandise voucher before the show. You can use this at the merchandise stands to pick out any CoComelon merchandise! Please note you cannot receive change and it cannot be exchanged for cash.

What happens if I arrive late?

If you are late, there is no guarantee that you will be able to receive all the benefits of your package. Please ensure you arrive at the timings listed above.

Are there bag restrictions?

Some venues have bag policies so we recommended leaving all non-essential personal belongings at home! Please head to the venue website to view the show policy for bags.

Are there COVID-19 restrictions?

As we are all aware, the world is a bit of a different place right now! Please note the specific policies vary based on city mandates and venue policies. Please go to the most current information listed on the venue website. These policies will be strictly enforced by the venue so it is very important you read and understand them.

CONTACT US:

General enquiries: cocomelonvip@superfan.live

Day of show only - please call or text: 978 435 3922

We look forward to hosting you at the show!

CoComelon VIP Customer Service

Terms & Conditions

Packages are open to all ages. Guests under 18 must be accompanied by an adult. Please note that all package purchasers will be contacted 5 days prior to the actual show date with additional details specific to their package schedule and instructions on where to pick up their package inclusions. Information will be sent to the e-mail address provided at the time of purchase. If you do not receive an email a few days prior to the event please contact cocomelonvip@superfan.live. All merchandise will be collected on site on the day of the show unless otherwise noted. All package programs & times may vary market-by-market and are subject to modification at any time for any reason. All events, dates, venue, party, merchandise, and amenities are subject to change and cancellation at any time at our sole discretion. All sales are final. There are no refunds or exchanges on packages for change of mind. The artist, tour, promoter, ticketing company, venue or any other affiliated parties are not responsible for outdated or inaccurate information provided by the consumer at the time of purchase which may result in undelivered product.