



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 Surprise!
Date: December 3rd

SCHEDULE:

1:30 PM - VIP Check-in Opens

3:00 PM - Show begins

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 PACKAGE INCLUSIONS

Click [HERE](#) to see all the inclusions of your VIP package. *Please note that the JJ's Surprise Package does not include a Meet & Greet.*

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.

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.