



### ***Frozen* Has a New Home. Here's What Happens Next.**

Dear Orpheus Subscribers and *Frozen* Ticket Holders,

As you are aware, the flooding on July 1 caused significant damage to Meridian Theatres at CentrepoinTE, forcing the facility to close for the remainder of the 2026 calendar year. For Orpheus Musical Theatre, this meant facing an unexpected decision for the opening production of our 120th season: cancel *Disney's Frozen* or find it a new home.

### **We are very happy to say that *Frozen* will go on.**

Orpheus has secured the **Adult High School Auditorium at 300 Rochester Street** as our new performance venue for *Frozen*. Long-time Orpheans may remember this theatre well: it was Orpheus' home for 28 years before we moved our productions to CentrepoinTE. In a season celebrating 120 years of Orpheus, there is something especially fitting about returning to a stage that played such an important role in our history.

### **New Performance Dates**

Relocating a production of this size has required considerable coordination, including a change to our original performance dates. We sincerely appreciate your patience while we worked through these unprecedented circumstances and confirmed the details necessary to move forward.

*Frozen* will now run **Wednesday, December 2 through Friday, December 11, 2026**, with performances as follows:

#### **Evening performances at 7:30 p.m.**

- Wednesday, December 2
- Thursday, December 3
- Friday, December 4
- Saturday, December 5
- Tuesday, December 8
- Wednesday, December 9
- Thursday, December 10
- Friday, December 11

#### **Matinee performance at 2:00 p.m.**

- Sunday, December 6

We recognize that this unusual performance schedule will affect many subscribers whose regular performance day is no longer available. We are particularly aware of the impact on our Sunday matinee subscribers, as this run includes only one Sunday matinee rather than our usual two.

**We will do our very best to accommodate every existing ticket holder as fairly and comparably as possible.**

### **What Happens to Your Current Tickets?**

Because *Frozen* is moving to a venue outside Meridian Theatres @ CentrepoinTE, your existing tickets cannot simply be transferred into the new venue and ticketing system.

**Meridian Theatres @ CentrepoinTE will therefore be refunding your existing *Frozen* tickets.** Please stand by while those refunds are processed.

If you purchased your tickets online, no action is required on your part. Those refunds will be processed automatically and will appear on your credit card statement within 30 business days.

If you purchased over the phone or in person by credit or debit, you will be contacted by the Meridian Theatres @ CentrepoinTE Box Office directly to arrange your refund.

Purchases made by cash or cheque will be refunded via cheque from the City of Ottawa and you will receive those within 4-6 weeks.

This does **not** mean you have lost your opportunity to attend *Frozen* or your priority as an existing ticket holder.

Orpheus is currently establishing a new Box Office system for the relocated production. This includes building the system, configuring the new auditorium, establishing our procedures, and training the volunteers who will be assisting you with rebooking.

We expect this process to take a couple of weeks, and we greatly appreciate your continued patience while we get it right.

### **How Rebooking Will Work**

We are taking a staged approach specifically to protect the priority of our existing patrons:

#### **1. Subscribers will be contacted first.**

Once the new Box Office is operational, subscribers will be contacted directly and provided the first opportunity to rebook *Frozen* tickets. We will work with you to find a new performance and comparable seating based on the new auditorium and available performance schedule.

#### **2. Existing single ticket holders will be contacted next.**

Once subscribers have been accommodated, everyone who had already purchased individual tickets to *Frozen* will be contacted and given an opportunity to rebook before tickets are made available to new purchasers.

#### **3. Public ticket sales will follow.**

Only after our existing subscribers and single ticket holders have had their advance opportunities to rebook will remaining seats be released for general public sale.

This process is intentional. We want our subscribers to retain the priority that comes with subscribing to an Orpheus season, while also ensuring that those who already purchased individual tickets to *Frozen* are given priority over new purchasers.

**You do not need to race to purchase new tickets when the new Box Office opens. We will contact you when it is your turn to rebook.**

Meridian Theatres @ CentrepoinTE will provide Orpheus with the contact information of existing ticket holders who have consented to its release. Orpheus will reach out to you directly when your rebooking opportunity begins.

Please stay tuned for further information from Orpheus. We know that there are still a few steps between today's update and having your new *Frozen* tickets safely in hand, and we appreciate your patience as we work through each of them.

### **120 Years. Still Unbreakable.**

This was not how we imagined beginning our 120th season.

Then again, Orpheus Musical Theatre did not reach 120 years because everything always went according to plan.

Since 1906, generations of volunteers, artists, musicians, technicians and audiences have carried this company through two World Wars, the Great Depression, changing homes, changing cities, a global pandemic and countless challenges large and small. Each time, Orpheus adapted, rebuilt and carried on.

That history belongs just as much to our audiences as it does to those who step onto our stages.

Your subscriptions, your ticket purchases and, above all, your decision to keep coming back have sustained community musical theatre in Ottawa for 120 years. This time, your patience and continued support are helping us do something generations of Orpheans have done before us: adapt to the circumstances, find another stage, open the doors and put on the show.

Our volunteers are already hard at work transforming a familiar old theatre into Arendelle, and we cannot wait to welcome you there.

### **A new theatre. New dates. The same Orpheus.**

After 120 years, we remain **Unbreakable**.

With our sincere thanks for your patience, loyalty and support,

J.T. Morris  
Managing Director  
Orpheus Musical Theatre