



October 28, 2026

Frozen: Your Next Steps for Ticket Rebooking

An important update for existing ticket holders

We're getting closer to welcoming you back to *Frozen*, and we're pleased to share the next steps for rebooking your tickets at our new venue!

Following the unexpected closure of Meridian Theatres at CentrepoinTE, Orpheus Musical Theatre has been working closely with the City of Ottawa to establish a new Box Office system and a process that will allow us to rebook existing ticket holders before opening sales to the general public.

We know you've been waiting patiently, and we're happy to finally be moving forward!

Your Ticket Information and Privacy

Following the release of this update, Meridian Theatres at CentrepoinTE will securely transfer the necessary patron information to Orpheus Musical Theatre. This includes your contact information, original performance date, ticket quantities, seating assignments, and any noted accessibility requirements.

Orpheus will use this information strictly for the purpose of rebooking your tickets to *Frozen* and communicating with you about that process. Your information will not be retained or used for unrelated purposes.

This arrangement has been established in cooperation with the City of Ottawa and its Legal and Privacy teams, with appropriate safeguards for your personal information.

Your New Performance Date and Seats

Disney's *Frozen* will now run Wednesday, December 2 through Friday, December 11, 2026, at the Adult High School Auditorium.

Orpheus has established a new Box Office system through ThunderTix, which will allow us to manage seating and ticketing at our new venue.

Before contacting patrons, we will assign each existing ticket holder to the corresponding performance date and the closest comparable seats available at Adult High School.

For example: If you originally purchased tickets for opening night at CentrepoinTE, your new performance date will be Wednesday, December 2, with seats as comparable as possible to your original selection.

You'll then have the opportunity to accept your assigned date and seats online or speak with an Orpheus volunteer to make changes.

How the Rebooking Process Will Work

To make this process as fair and organized as possible, we'll be contacting existing ticket holders in the following priority order:

1. Patrons with Accessibility Requirements

We will begin by contacting patrons who have identified accessibility needs.

Adult High School has fewer accessible seating options than CentrepoinTE, so we want to ensure that those who require accessible seating are accommodated before proceeding with other bookings.

2. Subscribers

Next, we'll contact subscribers, beginning with those originally booked for the earliest performance dates and working through the run.

You'll be offered your corresponding new performance date and the closest comparable seats available.

If you're happy with the assigned date and seats, you can confirm your reservation online using the instructions provided in your email.

If the assigned date or seats don't work for you, simply leave the online reservation unconfirmed. An Orpheus volunteer will follow up by telephone to help you select another performance date and the best available seating that meets your needs.

3. Existing Single-Ticket Holders

Once subscriber rebooking is complete, we'll contact existing single-ticket purchasers using the same process, beginning with the earliest performance dates.

You'll receive an email offering your assigned performance date and seats, with the option to confirm your reservation online or wait for a telephone call to discuss alternatives.

4. Public Ticket Sales

Once existing ticket holders have been accommodated through the rebooking process, we'll open ticket sales to the general public through our new online Box Office.

We'll announce the public sales date as soon as it is confirmed.

How We'll Contact You

All existing ticket holders with an email address on file will first receive an email from the Orpheus Box Office with a reservation for their newly assigned performance date and seats.

From there, you'll have two options:

Option 1: Accept Your Assigned Seats Online

If you're happy with the performance date and seating offered, simply follow the instructions in your email to confirm your reservation through our ThunderTix Box Office.

There's no need to wait for a phone call!

Option 2: Wait for a Telephone Call to Make Changes

If you'd prefer a different performance date or seating arrangement, simply do not complete the online reservation.

An Orpheus volunteer will contact you by telephone to discuss your options and help you rebook based on availability.

Patrons without an email address on file will be contacted directly by telephone.

Our dedicated team of Orpheus volunteers will be working through the telephone rebookings over a concentrated period of several days.

Calls will be made from both the Orpheus office and volunteers' personal cell phones, so you may receive a call from a number you don't recognize.

We'll announce the calling dates and hours shortly.

If you miss a call from one of our volunteers, you're welcome to return the call to that number **during the announced rebooking hours only**.

As these are volunteers' personal telephone numbers, we kindly ask that you respect those hours and delete the number once your rebooking is complete.

For any subsequent questions or assistance, please contact the Orpheus office directly:

**Orpheus Musical Theatre
613-729-4318**

If we're unable to answer immediately, we'll return your call as soon as possible.

We appreciate your cooperation as our volunteers work through thousands of tickets in a relatively short period.

Refunds and Ticket Exchanges

We recognize that the change in venue and performance dates may create scheduling difficulties, even after your tickets have been rebooked.

Given the exceptional circumstances, Orpheus has established the following policies for *Frozen*:

Refunds for Existing Ticket Holders

Subscribers and existing single-ticket purchasers who rebook their tickets through this process will be eligible for a refund up to **72 hours before their scheduled performance**, should their plans change.

This special refund provision applies only to tickets rebooked from the original CentrepoinTE performances.

New Ticket Purchases

All new ticket purchases made once public sales open will be final and non-refundable.

Ticket Exchanges

Following rebooking, ticket exchanges will be available up to **24 hours before the scheduled performance**, subject to availability.

A \$2.00 exchange fee will apply, except for:

- Orpheus subscribers
- Orpheus donors who have contributed \$100.00 or more

The exchange fee will be waived for these patrons.

A Few Important Reminders

Please wait for your official rebooking email or phone call from Orpheus.

We know you're eager to secure your seats, but we ask that existing ticket holders wait to receive their reservation email or telephone call rather than contacting the office in advance. This will help our volunteers work through the bookings efficiently and ensure that everyone is contacted in the appropriate order.

Please do not visit Adult High School for ticketing assistance.

The Adult High School Auditorium is not an open-access public facility. School personnel are not responsible for Box Office operations, ticket sales, seating arrangements, or patron inquiries.

All ticketing matters must be handled directly through Orpheus Musical Theatre.

Online public sales will be available once the existing rebooking process is complete.

We'll provide further details and links when public sales are ready to launch.

Thank You for Your Patience!

We know this has been a long and sometimes frustrating process, and we sincerely appreciate the patience and understanding you've shown as we've worked through an extraordinary change to our season.

Relocating a major musical production involves much more than finding a new stage, and rebuilding our ticketing arrangements has been one of the largest challenges along the way.

Our staff and volunteers are committed to making the rebooking process as smooth as possible and getting everyone into their new seats as quickly as we can.

We also want to extend our sincere thanks to Meridian Theatres at CentrepoinTE and the City of Ottawa for their continued cooperation and support, particularly in helping establish a secure and privacy-compliant process for transferring the information needed to reconnect with our patrons.

We're grateful to everyone who has supported Orpheus through this transition, and we can't wait to finally welcome you to *Frozen* this December!

Sincerely,

A handwritten signature in black ink, appearing to be 'J.T. Morris', with a stylized, flowing script.

J.T. Morris
Managing Director
Orpheus Musical Theatre