

RELAXED PERFORMANCE

Saturday, December 7, 2025 at 1:00pm

ACCESS GUIDE



Welcome to the Grand Theatre!

We are looking forward to having you join us at the theatre.

This Relaxed Performance Access Guide will give audience members an idea of what their theatre experience will be like.

TABLE OF CONTENTS

What is a Relaxed Performance?	3
Getting Here	4
Quiet Zone	5
Chill Out Zone	6
The Theatre	7
Orchestra Pit	8
Seating Map	9
Quick Facts	10
Meet the Characters	11-14
Before You Watch	15
Full Story Summary	16-19
The Set	20
The Lighting	21
Video	22
Costumes	23
The End of the Play	24
Contact Us	25

WHAT IS A RELAXED PERFORMANCE?

This performance is intended to be sensitive to and welcoming of neurodivergent audiences, including patrons on the autism spectrum, those with sensory and communication disorders, ADHD, learning or developmental disabilities, dementia, all members of the Disability community, or those who simply want a more relaxed theatre experience.

Relaxed Performances are specifically designed to welcome patrons who will benefit from a less restricted audience environment.

Audience members are encouraged to...

- Leave or re-enter the theatre space at anytime.
- Move around, clap, speak, laugh, doodle, knit, dance, etc.
- Visit our lobby Chill Out Zone or Quiet Zone at anytime.
- Use phones or electronic devices like iPads. (**Please do not take photos or video recordings during the performance!*)
- Wear sunglasses or cover/close their eyes.
- Use sound dampening/cancelling headphones or cover ears.
- Wear any type of clothes that are comfortable to them.
- Bring in snacks or purchase snacks at our concessions, and eat inside the theatre. (*This is typically not allowed and we ask that you be mindful of allergies, mess, smells, etc.*)

During the performance ...

- Sensory elements will be reduced (such as light and sound).
- There will be no startling effects (like strobe or heavy fog).
- The house lights will never fully go dark (ie: no “blackouts”).
- Production elements that may be a sensory overload will be explained at the beginning of the performance.

GETTING HERE

The Grand Theatre is located in central downtown London, Ontario, at:

**471 Richmond Street
London, ON. N6A 3E4**

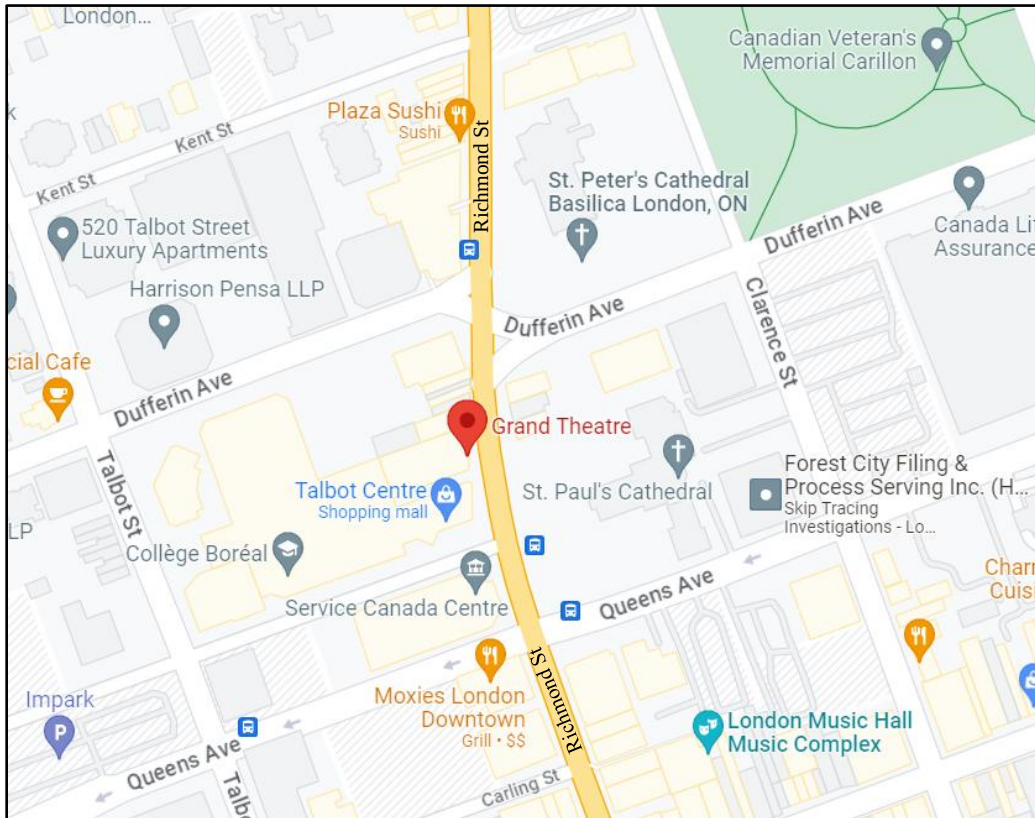
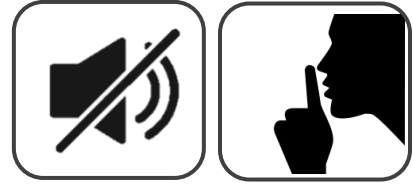


Image Description: Map of Downtown London, ON., with the Grand Theatre



Scan this QR code for a complete overview for how
to get to the theatre, our spaces, and the services we offer.

QUIET ZONE



This area is located on the first floor (1 floor below the main lobby) in the AUBURN LOUNGE.

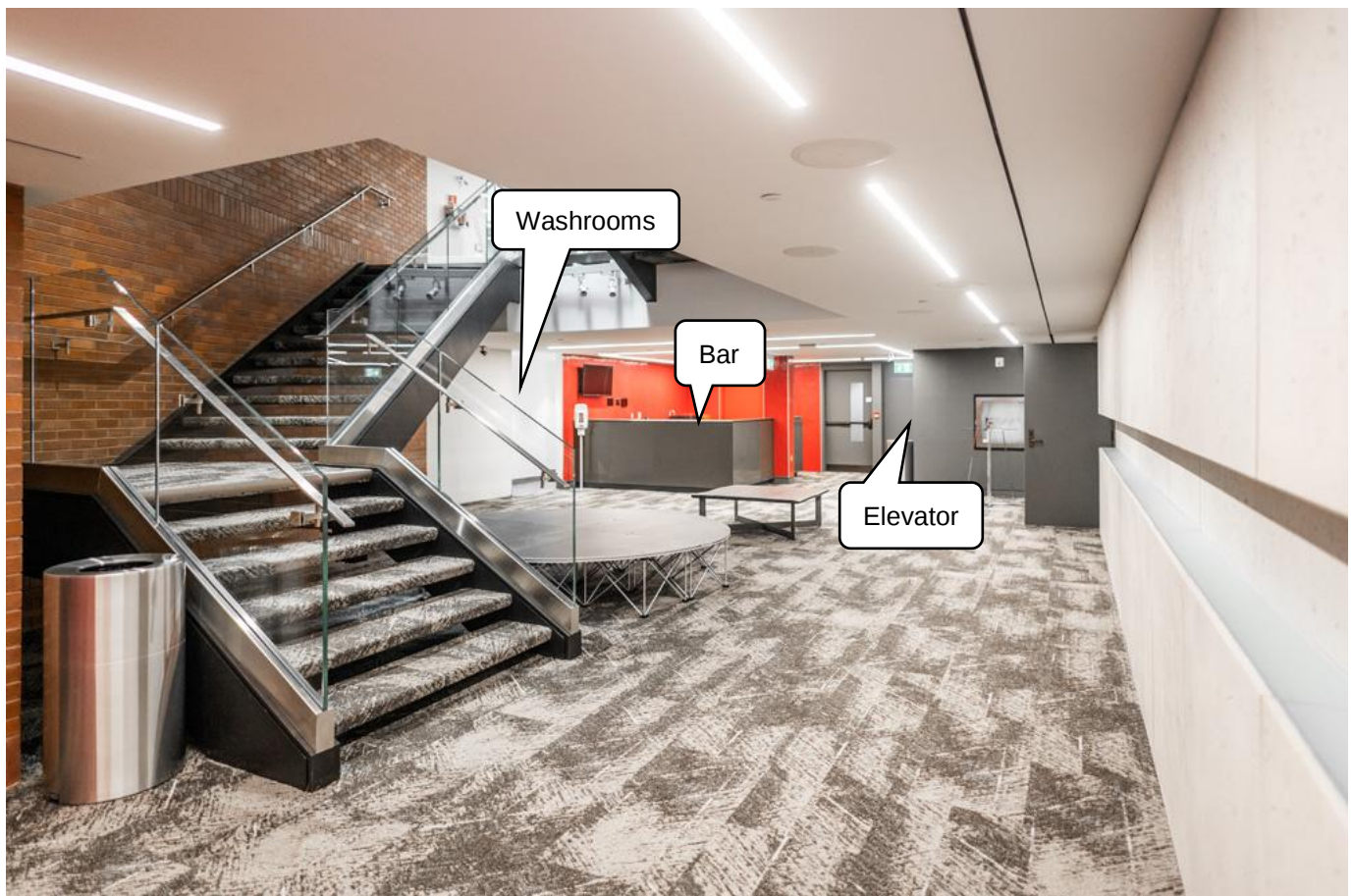
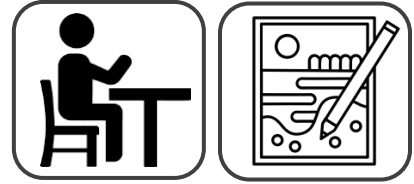


Image Description: There is a staircase to the left of the lounge. The floor is carpeted. There are many bright lights that illuminate the space.

You can access this space with stairs or by elevator. In this space, sounds, lights, and sensory elements are minimized to create a quieter area. You can eat/drink, or just hang out in this space. Feel free to use this Quiet Zone before, during, or after the performance!

CHILL OUT ZONE



This area is located on the fourth floor (the top floor) in the DREWLO LOUNGE.

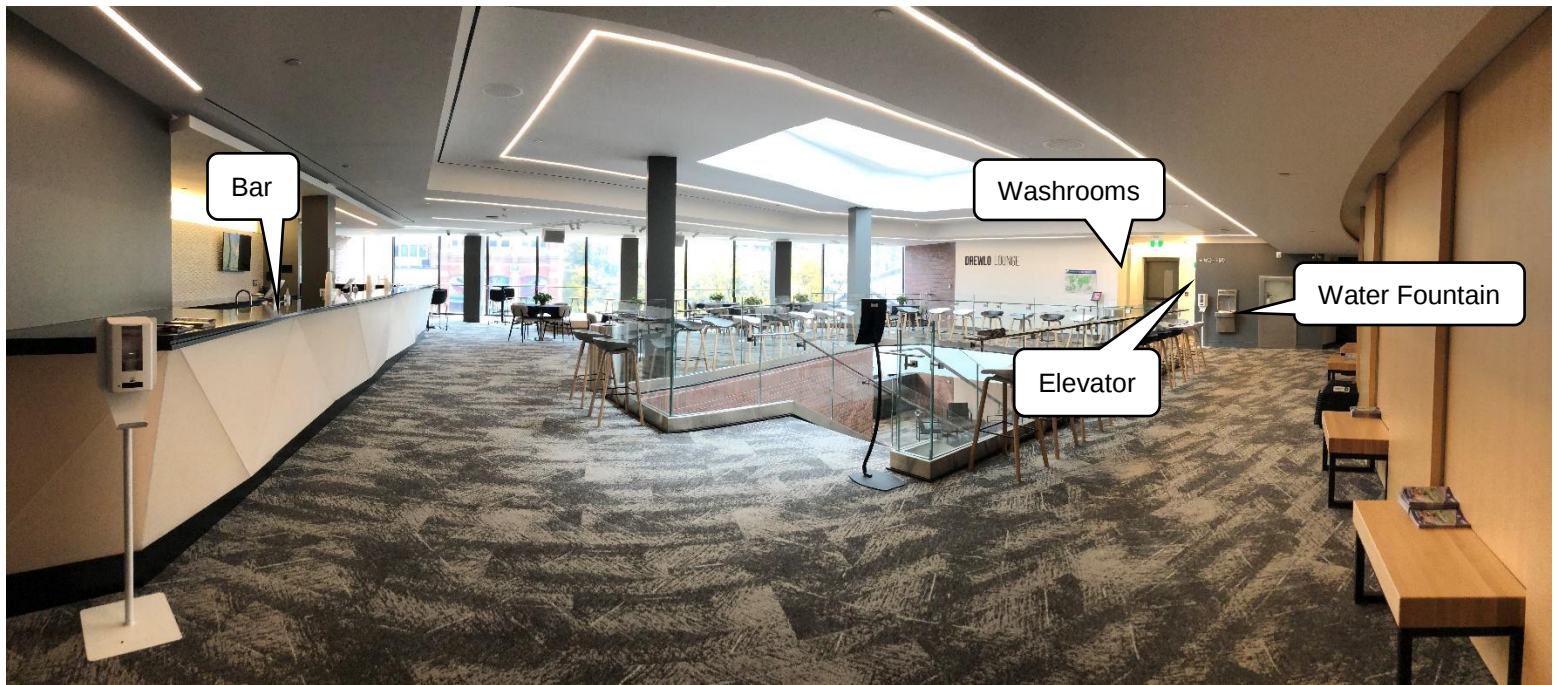


Image Description: There is a staircase in the middle of the lounge. The floor is carpeted. There is a skylight in the centre of the ceiling, and a wall full of windows on the farthest wall.

You can access this space with stairs or by elevator. In this space, there are many chairs, activities, and sensory devices for you to utilize.

You can eat/drink, or just hang out in this space. If the Chill Out Zone is a little too loud, you are welcome to use noise-cancelling headphones, or can go to our Quiet Zone on the 1st floor. Feel free to use this space before, during, or after the performance!

THE THEATRE



Image Description: Inside the Spriet Stage, looking at the stage from the side of the balcony level seating. There are several levels of red seats in rows. A red curtain is drawn across the

Thirty (30) minutes before the performance starts (at around 12:30PM for our 1:00PM matinee performance), you will hear chimes in our lobby spaces and the lights will pulse. This means it is time to wrap up in the lobby, use the washroom, and find your seat. If you aren't sure where you are sitting, you can ask a volunteer/usher to help you.

The seats are fixed, meaning they do not move. You can explore the theatre, but please do not come too close to the orchestra pit or stage for everyone's safety.

Lights will be on in the theatre and people may be talking. The show will begin with someone walking onstage to deliver a pre-show speech.

You can leave and re-enter the theatre anytime you'd like during a Relaxed Performance. Use the main doors at the back of the auditorium, or you can ask a staff member to help you exit the theatre.

THE ORCHESTRA PIT



Image Description: Inside the Spriet Stage, looking at the stage from the right side of the orchestra level seating. There are labels pointing at the orchestra pit and the stage.

Disney's Frozen is a musical. This means that there will be live music played on instruments by musicians in the Orchestra Pit. The performers will be singing, acting and dancing.

Some moments of loud or unexpected sounds that you should expect are:

1. After the pre-show speech at the start of the show. The instruments warm up.
2. During a scene that represents a storm, sound of thunder are heard through the volume is dampened. There will be no flashes of light representing lightning.
3. Some of the actors' voices get loud as they perform with emotions like anger or fear. We will lower the volume of their microphones, but their voices may still be louder than the rest of the show. Remember that the actors are only telling a story.

If these sounds are overwhelming, feel free cover your ears, use noise dampening/ cancelling headphones, or leave and re-enter the theatre anytime you'd like during this Relaxed Performance.

SEATING MAP – SPRIET STAGE

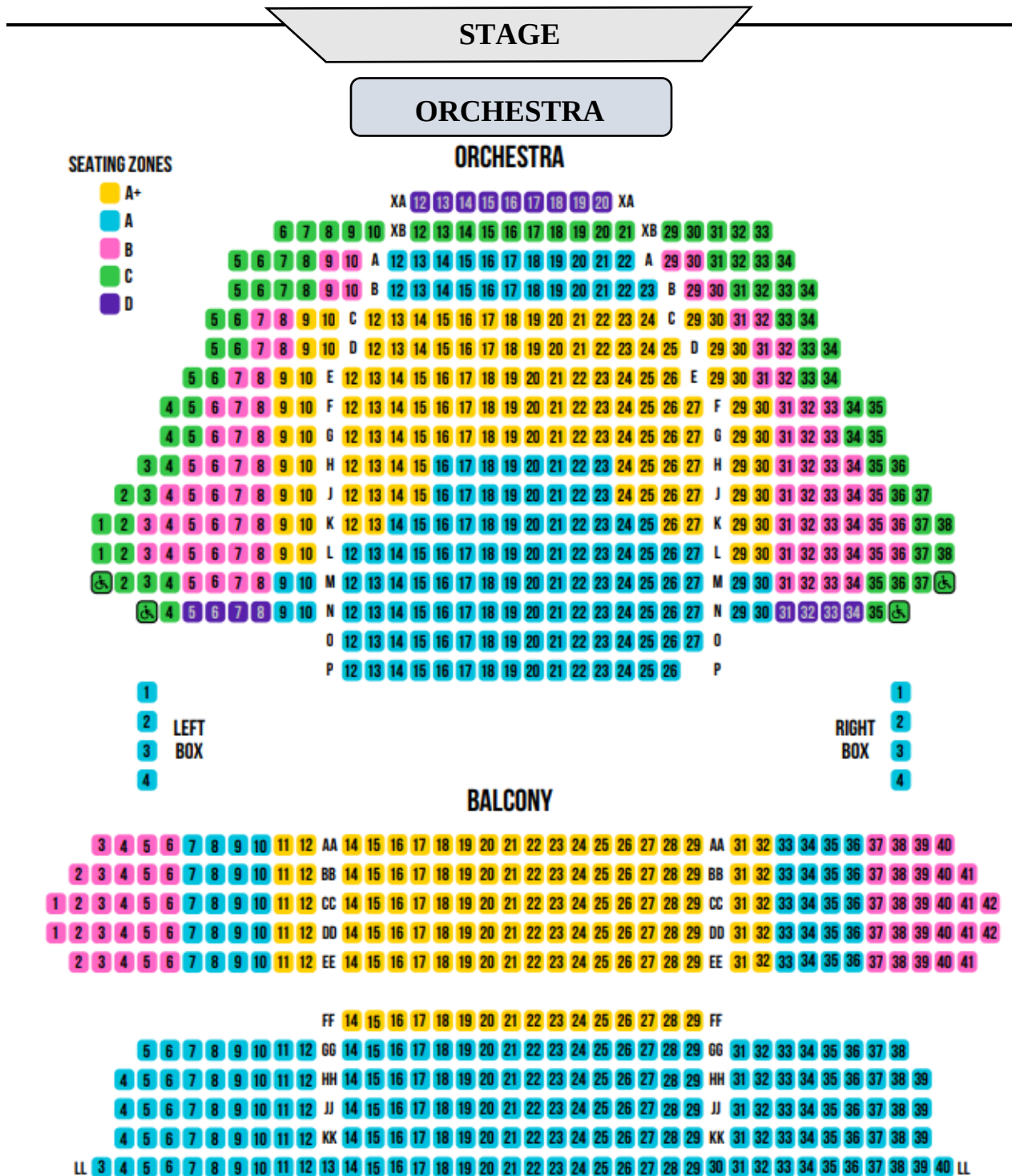


Image Description: A seating map of the Spriet Stage. The top map is the Orchestra level, and the bottom map is the Balcony level. Seats are in different colours to show different prices of tickets.

QUICK FACTS: *FROZEN*

Age Recommendation: 5+

Production Advisory: Production elements include theatrical fog, haze, and flashing lights.

Content Advisory: This play contains scenes of peril and violence; romantic elements like flirting and kissing; and themes including loss of a parent.

Run Time: Approximately 2 hours and 15 minutes which includes a 20-minute intermission.

When the performance should start	Intermission	When the performance should end
ACT I	(20 Minute Break)	ACT II
1:00 PM	2:05-2:25 PM	3:15 PM

Brief Summary (full plot synopsis available on pages 18-19):

Disney's Frozen is the story set in the kingdom of Arendelle, where Princess Elsa possesses the magical ability to create ice and snow. After an accident during their childhood, Elsa isolates herself to protect her sister Anna from her powers. When Elsa accidentally reveals her abilities during her coronation, she flees to the mountains, plunging Arendelle into an eternal winter.

Determined to bring her sister back, Anna embarks on a perilous journey, teaming up with Kristoff, a rugged ice harvester, his loyal reindeer Sven, and a cheerful snowman named Olaf. Together, they face various challenges, including harsh weather and mystical creatures, as they navigate the frozen landscape to find Elsa and restore summer to their kingdom.



House Program



Audience Enrichment Guide

MEET THE CHARACTERS

ACTOR'S HEADSHOT	CHARACTER(S) + ACTOR NAME	CHARACTER DESCRIPTION
	Pabbie / Ensemble Played by: Vance Avery	Pabbie is the wise leader of the Hidden Folk, protective of Kristoff.
	Ensemble Played by: Crystal Casera	Ice Harvester / Townsperson / Hiddenfolk / Servant / Olaf's Ensemble / Oaken's Family
	Weselton / Ensemble Played by: Andrew Cownden	Duke of Weselton is a pompous representative of Arendelle's most profitable trading partner.
	Olaf / Ensemble Played by: Izad Etemadi	Olaf is a cheerful and loveable snowman who is brought to life by Elsa's magic.

ACTOR'S HEADSHOT	CHARACTER(S) + ACTOR NAME	CHARACTER DESCRIPTION
	Anna Played by: Chariz Faulmino	Anna is Elsa's younger sister who is full of life and spreads optimism throughout the Kingdom.
	Queen Iduna / Ensemble Played by: Jennifer Harding	Queen Iduna is the loving mother of Elsa and Anna with deep ties to the Hidden Folk.
	Elsa Played by: Kelly Holiff	Elsa is the future queen of Arendelle with special magical powers that she must learn to control.
	Sven / Ensemble Played by: Richard Lee Hsi	Sven is Kristoff's best friend and loyal reindeer.

ACTOR'S HEADSHOT	CHARACTER(S) + ACTOR NAME	CHARACTER DESCRIPTION
	Oaken / Bishop / Ensemble Played by: Lee Siegel	Oaken is a friendly yet shrewd proprietor of Wandering Oaken's Trading Post and Sauna.
	Kristoff / Ensemble Played by: Mark Sinongco	Kristoff is a Rugged ice harvester and mountain man with a soft heart, destined to be with Anna.
	King Agnarr / Ensemble Played by: Adam Stevenson	King Agnarr is the ruler of Arendelle and caring father who seeks to protect Elsa and Anna.
	Townsperson / Bulda Played by: Tahirih Vejdani	Bulda is a nurturing Hidden Folk leader who is like a parent to Kristoff.

ACTOR'S HEADSHOT	CHARACTER(S) + ACTOR NAME	CHARACTER DESCRIPTION
	Ensemble Played by: Chris Vergara	Ice Harvester / Townsperson / Hiddenfolk / Weselton Guard / Oaken's Family
	Hans / Ensemble Played by: Aran Wilson-McAnally	Hans is a charming prince of the Southern Isles with selfish ambitions.
	Hand Maiden / Ensemble Played by: Stephanie Wolfe	Townsperson / Handmaiden / Dismissed Servant / Oaken's Family / Hiddenfolk
These roles are played by child actors who take turns portraying the role each show. The Relaxed Performance will feature the “ Reindeer Cast ” actors who are:		
	Young Elsa Played by: Alba Evora Weiler	 Young Anna Played by: Oakan Oyafuso

BEFORE YOU WATCH

The Setting

- The story happens in the kingdom of Arendelle, a snowy, magical place.
- Elsa accidentally traps the kingdom in eternal winter, which is a big problem she needs to fix.

The Main Plot Points

1. Elsa and Anna are sisters who love each other.
2. Elsa has magical ice powers that she hides because she's afraid of hurting people.
3. During her coronation (becoming queen), her powers are revealed, and she runs away to live alone in the mountains.
4. Anna goes on a journey to find Elsa and bring her back to stop the winter.
5. Anna meets Kristoff, Sven, and Olaf along the way.
6. The story is about love, family, bravery, and learning to accept who you are.
7. There's a big twist about Hans that surprises everyone.

What Makes It Fun

- Magical production effects on stage that use sound, video, and lighting.
- Catchy songs (even if you don't know the words yet, you can enjoy singing along or just watch the characters act them out).
- Funny moments, especially with Olaf and Sven.
- Exciting adventures and a little bit of suspense.

Helpful Tips

- Remember to watch the characters' faces and body language; it helps to understand how they feel.
- Don't worry if some parts are tricky—the story is mostly about Elsa and Anna and their love for each other.
- Enjoy the music, costumes, and magic—those are the parts that make the musical special!
- Everyone on stage is safe and having fun! We practise a lot and figure out the best way to present the story to make it entertaining for the audience, but also possible for the performers, crew, and orchestra to repeat the show many times.
- Olaf and Sven are played by actors who use puppets to represent their characters.

FULL STORY SUMMARY

ACT 1

Scene 1: Summer Festival

Young Princess Elsa takes the stage with her playful younger sister, Princess Anna, *who eagerly urges her sister to use her special magical powers to build a snowman* ('Opening'). Their parents, King Agnarr and Queen Iduna, gently remind Elsa of the importance of concealing her powers and being careful.

Scene 2: Young Anna and Young Elsa's Bedroom

It's bedtime, but Anna is still yearning to build a snowman. Moved by Anna's eagerness, Elsa gives in and constructs the perfect snowman - Olaf. When Anna begs for more, Elsa accidentally strikes her in the head while aiming her powers at Anna's bed ('A Little Bit of You'). The King and Queen are quickly summoned and rush Anna to the Hidden Folk for healing ('First Joik') who are able to revive her since the magic missed her heart. However, hurt by her actions, Elsa fears the future harm her powers might cause and is given the Queen's gloves to help control them ('Northern Lights').

Scene 3: Castle Hallway/Elsa's Bedroom

Young Anna, unaware of the earlier accident, is still desperate to play with Elsa's magic. But Elsa, struggling to conceal her growing powers, pushes Anna away and confides in the King and Queen. They try to comfort her before bidding Elsa and Anna farewell as they embark on a journey. Tragically, the King and Queen lose their lives at sea, leaving Anna deeply longing for her sister's company ('Do You Want to Build a Snowman').

Scene 4: Anna's Bedroom/Castle Interiors

Commotion fills the castle as Elsa's Coronation Day arrives, and Anna enthusiastically gets ready for the big day, dreaming she will finally meet 'the one' ('For the First Time in Forever'). Meanwhile, Elsa anxiously prepares to step out into the world hoping to keep her magical powers concealed.

Scene 5: Castle Courtyard

In the chaos of the day, the Prince of Southern Isles, Hans, runs into Anna both falling into Kristoff's ice cart ('Hans of the Southern Isles') and after a brief introduction, part ways.

Scene 6: Castle Chapel

Gathered in the cathedral, Elsa fears being a danger to the people of Arendelle and bravely manages to take off her gloves and hold the orb and scepter before her people, claiming her anointing as queen ('Dangerous to Dream').

Scene 7: Castle Ballroom/ Castle Garden

Elsa and Anna reconnect after years apart, but their bond is quickly strained when Elsa refuses to reopen the castle. Hurt, Anna retreats outside with Hans, and charmed by each other, Hans proposes to Anna ('Love Is an Open Door'). Back in the ballroom, Elsa withholds her blessing for the newly engaged couple. As a result, tensions rise, and after Anna grabs Elsa's glove, Elsa accidentally unleashes her powers. Dismayed, she flees, and leaving Hans in charge of Arendelle, Anna runs after her.

Scene 8: Foot of the North Mountain

Anna interrupts Kristoff the ice harvester and his reindeer Sven as they bond ('Reindeers Are Better Than People') who caution her against journeying to the North Mountain alone and are hired to join her. As Anna explains the cause of the disruption, Kristoff expresses his disapproval of her sudden engagement ('What Do You Know About Love').

Scene 9: Winter Wonderland

Along the way, Anna is surprised to bump into Olaf ('The North Mountain') who expresses his desire for Elsa to bring back summer ('In Summer') and joins them on their journey.

Scene 10: Castle Courtyard

Back in the castle, Hans prepares to set out to rescue Anna after a *townsperson* brings back her dress. He tries to convince Weselton the duke and the town of his devotion to Anna and commitment to lead ('Hans of the Southern Isle – Reprise').

Scene 11: North Mountain

On the North Mountain, Elsa finally breaks free from the restraint she has lived with for years and finally embraces her magical powers and true self ('Let It Go').

ACT 2

Scene 1: Wandering Oaken's Trading Post and Sauna

Anna and Kristoff stop at the Wandering Oaken's Trading Post and Sauna where Oaken explains the mastery of maintaining an uplifted spirit in Arendelle winter - Hygge ('Hygge').

Scene 2: Elsa's Ice Palace

Captivated by its beauty, Anna, Kristoff, Olaf and Sven arrive at Elsa's ice palace ('Let It Go - Reprise'). Surprised by their visit and startled to see Olaf, Elsa listens as Anna apologizes and expresses her wish to reconnect ('I Can't Lose You'). While Elsa shares this desire, she insists on remaining isolated since she cannot control her powers. When Anna reveals that Arendelle is frozen and tries to convince Elsa to unfreeze it, Elsa panics and accidentally shoots a shock wave with her powers that hits Anna's chest. Distressed, Elsa demands that they leave.

Scene 3: Foot of the North Mountain

Together, Kristoff and Anna reassemble Olaf's body that they find split apart ('Do You Want to Build A Snowman - Reprise'). Seeing that Anna's hair is turning white, Kristoff suggests taking Anna to the Hidden Folk ('Kristoff Joik').

Scene 4: Liminal World

The Hidden Folk, disappointed that Anna and Kristoff are not a couple, express their belief that Kristoff would be a perfect match ('Fixer Upper'). Suddenly, Anna collapses in his arms. Realizing that the magic has struck Anna's heart, the Hidden Folk conclude that only a true love's kiss can save her. Meanwhile, Kristoff grapples with helplessness ('Kristoff's Lullaby')

Scene 5: Mountain Pass

Hans, Weselton and other Volunteers travel through the intensifying winter ('End This Winter').

Scene 6: Elsa's Ice Palace

Elsa confronts the impact of her powers and fights accusations of being a monster ('Monster').

Scene 7: Arendelle, Castle Gates

Hans and the men bring Elsa to the castle gates and take her inside. Soon after, Kristoff arrives, carrying a weakened Anna in his hands, urgently requesting that she be rushed to Prince Hans.

Scene 8: Castle Library

Desperate for a true love's kiss, Anna discovers that Hans never truly loved her and only married her for the throne, leaving her locked in the room to die. Triumphant, Olaf finds his way to Anna and reveals that her true love is really Kristoff.

Scene 9: Whiteout/Thaw

Elsa manages to escape into the raging storm after Hans falsely announces Anna's death and accuses her of treason. Meanwhile, Anna and Kristoff struggle to find each other through the storm. Hans eventually finds Elsa and draws out his sword to strike her – only for Anna to leap between them, freezing solid and knocking out Hans ('Colder By the Minute'). Devasted, Elsa breaks down, but as Anna begins to thaw, Elsa realizes that love is the Key ('Finale'). Reunited and restored, Anna lights up at Kristoff's sight and runs to kiss him. She then punches Hans, reclaiming her power as Weselton is stunned by Elsa's strength.

THE SET



Photo by Nanc Price for The Citadel Theatre's production of *Disney's Frozen: The Broadway Musical* (2025), a co-production with The Grand Theatre.

Image description: The actor playing Anna, Chariz Faulmino, is centre with other actors in costume lined up behind her. The set, video, and lighting put us in the setting of outside the castle on a sunny, clear day.

The set changes throughout the show as the story moves locations:

- Inside the castle
- In the garden of the castle
- Outside in the snow
- A Forest
- A Snow Castle

The set was designed by Cory Sincennes.

THE LIGHTING



Photo by Nanc Price for The Citadel Theatre's production of *Disney's Frozen: The Broadway Musical* (2025), a co-production with The Grand Theatre.

Image description: Actors playing Ice Harvesters hold their prop tools up and stand in front of lighting and video effects that create the Northern Lights and falling snow.

- There are **coloured theatre lights** used in the show to help portray settings, feelings, and ensure everything and everyone on stage can be seen.
- **Lighting changes** happen throughout the show.
- **A small amount of light will be left on at all times in the audience** so that if you need to leave the theatre while the performance is happening you will be able to see.

The lighting for the show was designed by Jareth Li.

VIDEO



Photo by Nanc Price for The Citadel Theatre's production of *Disney's Frozen: The Broadway Musical* (2025), a co-production with The Grand Theatre.

Image description: The actor, Kelly Holiff, who plays Elsa stands centre stage in a royal costume with brown cape. She gestures with her hand and video effects spray magic-looking snow in a pattern from her fingertips.

- There are **video projections** that will be projected on screens at the **front of the stage** and the **back of the stage**.
- The video projections create a **snow effect that has motion to it**.
- **Video effects** are used to create **magical effects** when Elsa casts her magic.

The Video Projections were designed by Amelia Scott.

THE COSTUMES



Photo by Nanc Price for The Citadel Theatre's production of *Disney's Frozen: The Broadway Musical* (2025), a co-production with The Grand Theatre.

Image description: The actor, Kelly Holiff, who plays Elsa stands centre stage in a royal costume with brown cape. Other actors playing royal party guests wear colourful costumes and dance in pairs around the show.

- There are lots of **bold colours** used in the costume design.
- The actors play different characters, so you will see the **same actors in many different costumes**. Some costumes are **regal gowns and suits** like in the picture above, but you will also see **warm, winter clothes and layers**.
- The “**Hidden Folk**” costumes are designed to look like natural materials – moss, wood and bark – but are made of fabric and crafting materials.

The costumes were designed by Cory Sincennes.

THE END OF THE PLAY

- At the end of the play, the audience members might **clap** to show that they enjoyed the performance, you may join them if you like.
- If the audience really enjoyed the show, an extra special way to say thank you to the actors is called a “standing ovation”. This means that some audience members who are able, might stand up to cheer and applaud. You can join them if you’d like, or find any way to say thank you that feels good.
- A Relaxed Performance Facilitators will be available in the lobby if you would like to **talk about any emotions** that came up during the performance.

ACKNOWLEDGMENT

This Access Guide was created to support audience members in attendance at the Relaxed Performance of the Grand Theatre’s production of Disney’s Frozen on Sunday, December 7, 2025 at 1:00pm.

Special thanks to the Citadel Theatre staff and Kristi Hansen for their help and sharing of resources.

CONTACT US



If you have any questions about this Relaxed Performance or Access Guide, please reach out to...

Breanne Ritchie
**Director of Education &
Community Engagement**



519-672-9030 ext. 224



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Visit our website for future events and information!



We look forward to seeing you!

