

Elsa, princess of Arendelle, possesses the magical ability to create ice and snow. One night while playing, she accidentally injures her younger sister, Anna. The king and queen seek help from trolls, who heal Anna and remove her memories of her sister's magic. The royal couple isolates the children in their castle until Elsa learns to control her powers. Afraid of hurting her sister again, Elsa spends most of her time alone in her room, causing a rift between the girls as they grow up. When the girls are teenagers, their parents die at sea during a storm.

When Elsa comes of age, the kingdom prepares for her coronation. Among the guests is the Duke of Weselton, a tradesman seeking to exploit Arendelle for profit. Excited to be allowed out of the castle again, Anna explores the town and meets Prince Hans of the Southern Isles, and the two immediately develop a mutual attraction. Despite Elsa's fear, her coronation goes off without incident. During the reception, Hans proposes and Anna hastily accepts. However, Elsa refuses to grant her blessing and forbids their sudden marriage. The sisters argue, culminating in Elsa's abilities being exposed in an emotional outburst.

