Your English National Ballet online account

We have changed the way you log in to book tickets and memberships on our website.

If you have previously bought tickets or memberships on our website (www.ballet.org.uk), you need to set a new password to access your account.
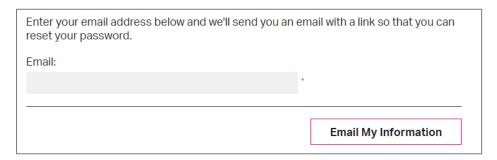
You no longer need to remember a separate username – instead we will use your email address and a new password.

Follow the steps below to activate your account:

1. Request a password reset

Go to https://secure.ballet.org.uk/account/forgot.aspx

Enter the email address you used for previous purchases in the box marked 'Email', and click 'Email my information'.   This will send you an email.

2. Open the email

Open the email from 'orders@ballet.org.uk' which has the subject line 'Resetting your password for English National Ballet' and click the link. This will open a web new page which asks you to set and confirm a password.

These emails occasionally end up in junk folders – please check.

3. Setting a new password

We recommend that you use a strong password of at least 8 characters, including a number or a symbol.

4. You're all set

You will receive an email confirming that you have reset your account.

You can use your account the next time you buy tickets, renew a membership or make a donation.

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