



## How do I reset my password?

Don't worry, we all forget things from time to time!  
Here is a quick 'How To' guide on how to reset your password

1. Open the confirmation email that you received after making your booking and find the bullet point that says, 'Forgotten your password or don't have one yet? No worries, we can create a new one for you [here](#).' Example below:

We're ready for a good time! Are you? Here are the details you will need - please keep these safe since you may need them in the future.

- Your event booking reference is 74502 and the booking is under the name: Frankie's Party
- You can view your invoice [here](#).
- You can log in to your account at any time [here](#) to view your booking and make a payment.
- Deposits are non-refundable and non-transferable. To secure your booking, final balance payment is due by 31st October 2023.
- Forgotten your password or don't have one yet? No worries, we can create a new one for you [here](#).
- Click [here](#) to add your event to your calendar.

2. Click the link and it will take you to a page where you can enter your email address to receive a new password reset link:

Home

## Forgot, or don't have a password?

Enter your email address and we will send you a new password.

EMAIL \*

CHALLENGE \*

 I'm not a robot   
reCAPTCHA  
Privacy - Terms

Submit >

3. Enter your email address, tick the check box and you will then receive another email with the subject: Password Reset Request

Village Hotels  
to me ▾

12:22 (2 r

Dear Frankie Wateridge,

We recently received a request to reset your password from <https://www.ivvy.co.uk/event/PXST7D>.

You can reset your password by visiting <https://www.ivvy.co.uk/event/PXST7D/registration/login/reset-password/code/FQGLT>.

You can login to your account at <https://www.ivvy.co.uk/event/PXST7D/registration/login>. If clicking on the link does not work, copy & paste it in your web browser.

4. Follow the link in the email where it says, 'You can reset your password by visiting...'
5. You will then be able to enter your new password and press the blue button **Save**

Home

## Reset Password

NEW PASSWORD \*

CONFIRM NEW PASSWORD \*

Save >

6. Once you have entered your new password, you will be taken to the login page:

Home

## Login

USERNAME \*

PASSWORD \*

Login >

7. Enter your username and new password to log in and this will take you to your registration page:

REGISTRATION #	STATUS	CONFIRMED DATE	
74496	Payment Waiting	10/05/2023	<a href="#">View</a>
74502	Payment Waiting	10/05/2023	<a href="#">View</a>

And that's how it's done! We really hope this helps you to reset your password. If you do happen to stumble across any issues, please email [tributes@village-hotels.com](mailto:tributes@village-hotels.com) or [christmas@village-hotels.com](mailto:christmas@village-hotels.com) and we will be happy to help you.