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Friday 7th March

Important Information about Arbor and Payments

Dear Parent/Guardian,

You will shortly be receiving an emailed invitation to join the Arbor App. This is part of the information system we use in school and over the next few weeks we are turning on the Arbor Parent Portal which will allow us to communicate with you more efficiently and bring all core school data, communication and payment systems into one place.

You will be sent an email with a password to enable you to join the Arbor App and use it to book and pay for nursery sessions, trips, events, lunches and breakfast club. All parents need to download the Arbor App and get logged in to the app by **Tuesday 25th March**.

From 3:30pm on Tuesday 18th March we will not be using the Parent Pay App and will start our migration to Arbor. At that point your balances, credits, lunch orders and anything on Parent Pay will be transferred over to Arbor. You will not be able to complete any transactions on Parent Pay from 18th March.

We will then begin using the Arbor Parent Portal, including payments from Tuesday 25th March. Please bear with the school as transferring all of the balances over will take time and so you might not immediately see your balance.

We need the time between 18th March and 25th March to transfer all of the information across to Arbor. This means that from 19th March to 24th March you will not be able to make any payments to school, including booking and paying for nursery, lunches, trips and breakfast club.

Please can all parents who order lunches on Parent Pay make sure that lunches for all of your children are ordered and paid for on Parent Pay by 3:30pm on 18th March up to the week ending Friday 4th April.

Lunches will need to be ordered on the Arbor App for the first week of the summer term by Tuesday 1st April.

On the back of this letter is a guide to downloading the App and logging in to the Arbor Parent Portal.

If you are having difficulties getting onto the App and logging in please contact the school. If you are reading this as an email you can also click [here](#) for links to advice on using the Arbor App.

Please note there are many features on the Arbor Parent App, however at this time we are only using the App for booking and paying for trips, events, lunches, breakfast club and nursery sessions.

Regards

Lynn Deans

Vice Principal