



---

1<sup>st</sup> July 2025

Dear Parents and Carers,

**Re: Transition from ParentPay to Arbor – Action Required by 18th July 2025**

We are writing to inform you that from the start of the new school year, we will be moving from ParentPay to Arbor as our new system for managing payments for breakfast clubs and school trips.

As part of this transition, we kindly ask all parents and carers to ensure that **any outstanding balances on ParentPay are cleared by Friday 4<sup>th</sup> July 2025**. This includes any debts relating to school dinners, breakfast clubs, or class trips.

If you know that your child will be having school meals for the last 2 weeks of the term, please ensure that their account is in credit so that their order can be processed.

If you are yet to activate your Arbor Parent Portal, please go to <https://login.arbor.sc> and click **Forgot your password?** to finish setting up your account. All parents/carers are registered to Arbor via the email address which you provided to school.

The Arbor App can also be downloaded free of charge from either the Playstore on android phones or the Apple Store on iPhones. Notifications can then be sent directly to your phone.

To support you in using Arbor, please click on the link below for the How-To Guide which provides step-by-step instructions on how to access and use the new system.

[https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents#h\\_01JAT3PY3PMMY8G3JPH19B09F4](https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents#h_01JAT3PY3PMMY8G3JPH19B09F4)

If you have any questions or need support during this transition, please do not hesitate to contact the school office.

Thank you for your cooperation and continued support.

Yours sincerely,

Mr S Silverwood  
Head Teacher