



# ST. AIDAN'S

CHURCH OF ENGLAND HIGH SCHOOL

16 May 2025

Dear Parents/ Carers,

The finance team are delighted to share with you, our plans to move our online payments across to the Arbor system.

We hope that since the roll out of the parent portal app in December, that you have found the new system easy to navigate through and we therefore trust that this will be a welcomed, streamlined move for you, removing the need for an extra system for payments.

We plan to phase out ParentPay over this remaining term of the academic year.

This will be achieved by taking payments for any **new trips** launched after the May half term, through Arbor Pay, followed by **Catering from August**.

A reminder email will be sent shortly before the end of term, detailing any information or guidance relating to **Catering Payments** within Arbor.

For any **trips already on the ParentPay system**, these will remain on ParentPay so that payments are visible for both staff and Parents, through the one system.

To support Parents/ Carers with the transition to the new payment system, we will continue to signpost you to the correct online payment system for all items, along with a link to the relevant payment system, in each letter that we send you.

The finance team will also be on hand to assist you with any queries which you may have and can be contacted through [Finance@staidans.co.uk](mailto:Finance@staidans.co.uk) or 01423 885814.

Please also find a link to a step-by-step guide which will further assist you through the process of making a payment for a trip. [Signing my child up for a Trip on the Parent Portal or the Parent App – Arbor Help Centre](#). Please note the two different tab options at the top of the link depending on whether you are accessing through the web browser or app.

There is a further link available which you may find useful when adding any payments to the basket [Using the Basket to make payments on Parent Portal – Arbor Help Centre](#)

If you are experiencing any difficulty logging in or accessing Arbor, please email [arbor@staidans.co.uk](mailto:arbor@staidans.co.uk) where a member of staff will be able to assist you further.

Thank you in advance for your cooperation and understanding over this last term of the school year, whilst we transition across to the new payments system, Arbor Pay.

Kind regards

Victoria Clark  
Finance & Resource Manager