

1st July 2025

Dear Parents/ Carers,

Arbor Pay

As per our communication to you a few weeks ago, we will be moving our online **catering payments** across from ParentPay into Arbor, w/c 21st July.

This is part of a planned phased roll out as the school commences to move payments off the current ParentPay system.

(Please see the School Letters Section of the website to see the original communication sent in May 2025, should you wish to remind yourself of the initial details which were provided).

From **4pm on Thursday 17 July**, you will be **unable to make any catering payments via your ParentPay account**, whilst we commence our preparations to transfer the catering balances across for the following week. We will aim to complete these during this first week of the holidays. Once successfully moved across, catering will no longer appear on your ParentPay account as an option for payment.

Please ensure that all catering accounts are brought up to date before **Thursday 17 July at 4pm**.

Catering balances and payments can then be seen and made with immediate effect, within your Arbor login. Historic catering transactions will not move across to Arbor however, you will still be able to view these within your ParentPay account, should you wish too.

The payment section within Arbor is user friendly however, please click on the links below to access a guide to assist you whilst you become familiar with this particular new element, should you require any initial support. (Please ensure you click on the relevant link to you, depending on whether you are using the **App** or **browser**).

[Top up accounts and viewing payments in the Arbor Parent **App** – Arbor Help Centre](#)

[Top up accounts and viewing payments in the Parent **Portal** – Arbor Help Centre](#)

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

The finance team will also be on hand to assist you with any queries which you may have or any support which you may need, and can be contacted through Finance@staidans.co.uk or 01423 885814.

Thank you in advance for your cooperation and understanding, whilst we transition across to the new payments system.

Kind regards

Victoria Clark
Finance & Resource Manager