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Head of School: Mrs S Hallsworth | Executive Head: Mr M Hetherington

Thursday 18<sup>th</sup> December 2025

Dear Parents/Carers

As you have been previously informed, from January 2026, we will be switching to the Arbor platform for school meals. There will be no change in the way that you order a meal, or alternative options, please continue this as normal.

If you still have any credit left on your ParentPay account, refunds will begin in January, this can sometimes take a little while, as the system only lets us do a few refunds at a time, but please be assured that you will receive any funds back by the end of January. Refunds go back into your parent account on ParentPay, you can then withdraw this to your associated bank account or use it for any other children, at schools that use ParentPay.

If you have any money owing on ParentPay, please ensure this is cleared as soon as possible.

As well as switching to Arbor for meals, we will also start to use it for school communications/messaging. This will also begin in January.

To stay updated and ensure you receive messages promptly, we encourage you to enable push notifications for the Arbor Parent App. Here's a quick guide on how to do this!

**\*\*For iPhone Users: \*\***

1. Open the **\*\*Settings\*\*** app.
2. Scroll down and select **\*\*Arbor Parent App\*\***.
3. Tap on **\*\*Notifications\*\*** and set **\*\*Allow Notifications\*\*** to on.

**\*\*For Android Users: \*\***

1. Open your **\*\*Settings\*\*** app.
2. Tap on **\*\*Apps & notifications\*\*** and find the **\*\*Arbor Parent App\*\***.
3. Select **\*\*Notifications\*\*** and toggle them on.

**\*\*Reminder\*\***: Please ensure that you have the latest version of the Arbor Parent App. Also, check your device's notification settings to allow alerts from the app.

**\*\*Troubleshooting Tips\*\***:

- If you're not receiving notifications, try updating the app.
- Log out and back in to refresh your account.
- Check and confirm your contact details in Arbor to ensure everything is correct.

Thank you for taking the time to set this up! If you have any questions, please don't hesitate to contact our School Office.

Kind regards  
Scargill Admin Team

