



13/12/2024

Welcome to Arbor

Dear Parents,

We are excited to announce that after half term we will be changing our payment system from ParentPay to Arbor Pay. By using the Arbor pay app we are reducing the number of different log-ins that our parents are required to have. As we are already using Arbour as a school, this move will support a more streamlined approach.

As of 14th March you will no longer be able to use ParentPay for school payments and instead need to have registered an Arbor account to pay for meal, trips, care club and wraparound fees. The majority of parents already access the Arbour App for our school communications and it is this App you will need when we launch Arbor pay on 14th March.

To action:

- 1) If you have not yet downloaded and logged into the Arbor App or Arbor Parent Portal, we kindly ask you to do so before the beginning of March. You can follow the instructions here:

<https://support.arbor-education.com/hc/en-us/sections/201716749-Parent-Portal-and-App-Getting-started-and-logging-in>

- 2) Please pay all outstanding debts currently on the ParentPay system, these debts will not be transferred to Arbor but instead will be passed up to the Three Spires Trust on March 14th. The Trust will then pursue legal avenues to reclaim these debts.

Should you encounter any questions or encounter difficulties accessing the platform please visit the school office or e-mail us at office@stgg.org.uk

Yours sincerely

Mrs Pointon
Headteacher

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