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SCU/SLE

21 June 2024

Dear Parents and Carers

Subject: Important update regarding school payments

We're excited to announce that in July we will be enabling the Payments feature on the Arbor App and Arbor Parent Portal. This upgrade is aimed at reducing the number of different platforms that parents need to access, while also providing you with a more efficient way to manage school payments.

Please note that as of Monday 8 July 2024 you will no longer be able to use ParentPay for school payments apart from trips occurring up to and including the final week of term. We anticipate that you will be able to access Arbor Pay from Wednesday 10 July 2024. Rest assured, we will communicate its availability on the day of launch. Apart from payments for the trips mentioned above where payments will continue on Parent Pay, from this date topping up your child's lunch balance, paying for any outstanding balances for trips scheduled from September onwards or any other payment items must be done via the Arbor App or Arbor Parent Portal.

Please ensure that for Monday 8 July your child has sufficient funds in their Parent Pay Lunch Account to cover until Wednesday 10 July. At this point any existing ParentPay balances for your child will be automatically transferred onto Arbor Pay.

More information will follow, at this time we kindly ask you to check that you can access the Arbor App or Arbor Parent Portal before Monday 8 July. We recommend using the Arbor App where possible as this allows you to make payments quickly and easily on your phone using Apple Pay or Google Pay.

[Arbor Guide](#)

The above link to the Hart School Website Arbor page contains guides on how to access the Arbor App and Arbor Parent Portal, and guidance on making payments for when the Arbor Pay feature becomes live. Should you have any questions or problems with access, please email arborpay@hartschool.org.uk

Yours sincerely

Simon Curzon – Assistant Principal Data & Assessment