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### Meal Bookings Moving to Arbor

Dear Parents and Carers,

We are writing to inform you that from **January 2026**, all school meal bookings must be made and paid for via the **Arbor app**.

From this date, **you will no longer be able to book meals through our previous system, Parentmail**. Please ensure you log into the Arbor app to select and pay for your child's meals.

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#### Important information about bookings:

- **All meals must be booked and paid for in advance via the Arbor app.**
- If your child arrives at school without a pre-booked meal, they will **only be served the Pasta choice** from the menu.
- The first few week's meals (from January 2026) are already available to pre-order via the Arbor app (press quick actions menu at the top of the app and then select meals)

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#### Support with Arbor

If you're new to Arbor or need help using the app, here are some useful resources:

 **Getting started with the Arbor app (for parents):**

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

 **Download the Arbor App:**

- iOS (Apple)



- Android (Google Play)

 **How to book meals via Arbor:**

<https://support.arbor-education.com/hc/en-us/articles/6956696271261-Meal-Menu-choices-on-the-Parent-Portal-or-Parent-App>

If you are having any issues accessing your Arbor account or making bookings, please contact the school office and we'll be happy to assist you.

Thank you for your support and cooperation as we move to this more streamlined meal booking system.

Best regards,

Miss J Wall

**Office Manager**

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## Frequently Asked Questions (FAQs)

### 1. What happens if I forget to book a meal for my child?

If a meal has not been booked in advance, your child will only be served the Pasta choice that day. To avoid this, please ensure all bookings are made ahead

### 2. Can I cancel or change a meal booking?

Yes, you can change or cancel a booking within the booking window.

### 3. Do I still need to book if my child is entitled to free school meals?

Yes. Even if your child receives Free School Meals or Universal Infant Free School Meals, you still need to book their meals via Arbor, though no payment will be required.

### 4. What if I don't have access to a smartphone or the Arbor app?

You can also access Arbor through a web browser on a computer:

 <https://login.arbor.sc>

### 5. I've never used Arbor before – how do I get started?

If you're still having trouble, contact the school office for support.

### 6. My child has money in their Parentmail Account, what will happen to this?

On the last day of this half term a report will be run from Parentmail showing children's closing balances, this will be uploaded to Arbor and allocated to the child's new account. Credit and debt balances will be confirmed and transferred. This will be communicated to you via email.

