

Wednesday 10th July

Further Migration to Arbor

Dear Parents/Carers

As part of our endeavour to move to one platform for families we can now confirm that you can use your Arbor app to book lunches and to make payments for clubs and trips. You will also give consent for trips and clubs on Arbor by clicking on the tick box.

At the moment we will still use magic booking for wraparound care and holiday club bookings.

From September we will no longer use Parent Mail.

For lunches:

Please ensure any allergen information/dietary requirements are up to date on Arbor. You can amend these details via the app.

Please find attached the menu for September for your information. All allergen information is on here and we can provide all meals to cater for dietary needs. If you have updated your child's allergen information on Arbor your child will automatically receive a meal which meets their dietary needs. For example, if your child has an allergen to dairy they will receive a dairy free meal.

You still need to book in advance by 7 days. As we cater for our schools across the Trust from our production kitchen we need to know numbers in advance to ensure food orders are processed in a timely manner and reduce waste. We will not accept late orders and the office will not be able to add late orders to the system.

Deadlines:

Food orders must be ordered by Sunday 10pm for the week after next. For example: Menu choices for the week commencing 23rd September must be ordered by Sunday 15th September at 10pm.

Please stick to the deadlines stipulated.

Costings:

If your child is entitled to Universal Infant School Meals (Years R - 2) or Free School Meals, you will not be asked to pay for your child's meals. Children in Y3 - 6 (unless entitled to FSM) will pay £2.70 per meal (from September 2024).

You will need to Top Up your account to pay for lunches (if eligible) and will be invoiced after each meal sitting. Please Top Up in advance if possible to avoid owing for meals. We will monitor this closely and reserve the right to remove meal booking for anyone owing more than two weeks' worth of meals.

Please see the link below on how to use Arbor for booking lunches and trips/clubs. Families will be advised in advance on Activity Clubs before the bookings go live. This does not cover wraparound and holiday club as you will still use magic booking.

<https://support.arbor-education.com/hc/en-us/sections/12209476383517-Parent-Portal-and-App-Payments-School-Shop-Meals-Clubs-and-Trips> (copy and paste to new browser).

Menus are now available to book for September and we will need your bookings by Sunday 21st July.

Best Wishes,

A handwritten signature in black ink, appearing to read 'DM OWENS'.

Dawn-Marie Owens
Trust Extended Services Manager