



Ref: NKE/JWA – 0624.11AAS

12 June 2024

Dear Parents and Carers

Arbor Payments Launch

As announced previously, we are excited that over the coming weeks we will be enabling the Payments feature on the Arbor App and Arbor Parent Portal.

As of Monday 8th July 2024, you will no longer be able to use ParentPay for school payments. We anticipate that you will be able to access Arbor Pay from Wednesday 10th July 2024, so please ensure to credit your current ParentPay account **before** Monday 8th July. All ParentPay balances will then be automatically managed and transferred onto Arbor Pay.

Unfortunately, PayPoint Barcodes will not be operational on the new system; we therefore request that you dispose of any barcoded letters that you may have. All credit balances will automatically be transferred to Arbor Pay as above, as part of the transfer process.

We kindly ask you to check that you can access the Arbor App or Arbor Parent Portal as soon as possible. We highly recommend using the Arbor App as this allows you to make payments for meals, school trips and any other expenses quickly and easily on your phone using Apple Pay or Google Pay.

To view the video guides for making payments via the Arbor App and accessing the Arbor Parent Portal please click on the useful links below.

[Parent-Portal-and-App-for-parents](#)

[Parent-Portal-and-App-Payments-School-Shop-Meals-Clubs-and-Trips](#)

Should you have any questions or encounter any difficulties accessing the platform, please email enquiries@thistleyhoughacademy.org.uk and we will be happy to assist.

Kind regards

Noel Kennedy
Principal