



Ref: NKE/JWA – AP0724.11AAS

10 July 2024

Dear Parents and Carers,

Arbor Payments – Now Live!

We are pleased to inform you that the Payments feature on the Arbor App and Arbor Parent Portal is now live and ready for use. Additionally, we confirm that your ParentPay balances for your child/children have already been transferred onto the Arbor Pay. We would like to thank you for your patience during this transition.

We kindly ask you to top up the meals account on the Arbor App or Arbor Parent Portal as soon as possible to ensure that you can do so successfully. 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.

Please click on the useful links below to view the guides and support with making payments via the Arbor App, and information for accessing the Arbor Parent Portal.

thistleyhoughacademy.org.uk/arborpay/

[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, or contact the Academy on 01782 883500 and we will be happy to assist.

Kind regards

Noel Kennedy
Principal