



In the light of God, we care, we share, we laugh, we learn

St Chad's CofE Primary School

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Headteacher: Mrs Gina Marsland

Friday 15th May 2026

IMPORTANT INFORMATION

Dear Parent/Carer,

We are writing to inform you we will be changing our parent payment system from ParentPay to the Arbor Parent Portal system starting from the end of May. You will be able to download an app which will allow us to communicate with you more efficiently and bring all core school data and workflows into one system. You will be able to use the app for booking meals, paying for trips and other activities. Our parents consultation evenings will also be available to book through the app.

We are really looking forward to parents getting started with Arbor and invite you all to familiarise yourselves using the link below.

[Getting started - Log into the Parent Portal and the Parent App](#)

We will send further communication on the parental app and how to register very soon but wanted to give you as much notice as possible about the change. Please look out for this information and register your child when prompted, please make sure you check your junk folders too.

What do parents/carers need to do?

- Ensure that you have meals booked for your child(ren) up to half term (Friday 22nd May) on ParentPay.
- Wherever possible, please settle any outstanding debts on your ParentPay account by Thursday 21st May.
- **DO NOT** make any further payments via ParentPay **after Thursday 21st May.**
- Any meals booked after half term will need to be re-booked on the new system.
- If you have any credit balances (showing in the shopping trolley/basket) please ensure these are withdrawn by Thursday 21st May.

The process of transferring balances from one system to the other is not simple, so we ask for your patience whilst we update Arbor. We aim to make the transition as smooth as possible but please do not hesitate to contact us if you have any questions as we all get used to the new process.

Kind Regards

Gina Marsland
Headteacher

