



**MOUNT
PRIMARY
SCHOOL**

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10/05/2024

Move to Arbor Pay

Dear families,

At the end of this half term we will be moving away from ParentPay and onto ArborPay as our payment system for families. Many of you will already have logins for Arbor, but to make things simple we will send out a bulk resend of all Arbor login details today so you can make sure you are able to login. If you can remember your existing details then please just ignore this email.

Through the Arbor app, or by logging in online, you are able to see your child's record including your contact details, attendance, meal patterns, trips. You will now also be able to see and make payments through Arbor.

Access to payment items on ParentPay will end on 24th May 2024 and payments cannot be made after this date. All outstanding balances for meals, Lighthouse Club, and Menai will be transferred to Arbor Pay and will be available for payments to be made from 4th June 2024. You will need to withdraw any credit balance held if you do not have any other children with ParentPay accounts at other schools and we ask that you check and make note of your account balances for your own records. We do not anticipate any issues, however we may experience some teething problems to begin with so please bear with us.

Meals and Lighthouse Club will be paid in the same way as through ParentPay. The accounts will allow for credit to be added via credit/debit card payments or through ApplePay/GooglePay. For Lighthouse Club, if you currently pay through childcare vouchers or through Standing Order or Direct Debit, your payments will not change and your Arbor accounts will be updated in the same way they are now. One off payments for trips/activities or Mount Munch will show in the clubs/trips section or in School Shop. We will let you know where to find each one as we send out the information for each payment.

If you are having any issues logging into Arbor, please contact the school office.

Thank you for your continued support,

Miss Z. Byrne, Headteacher & The Office Team

Mount Primary School. Respect yourself, respect others, respect our world.

