

November 2025

Dear Parent/Carer

Following the successful roll out of Arbor in school and to parents/carers via the Arbor App and browser, we will now be moving our payment platform for services such as school meals, trips & visits, clubs and other school activities, to Arbor Pay.

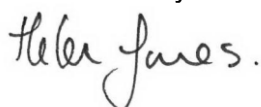
This will take effect from Monday 5 January 2026 and means that we will then cease to use ParentPay, with all transactions instead taking place via Arbor.

We are in the process of making the administrative changes to Arbor that need to take place to provide access to Arbor Pay to parents and carers. You may start to see some changes on Arbor, or services and functions that are not currently available might become visible or accessible to you on the Arbor app. You do not need to do anything at this stage and you should ignore these until we write to you again to confirm that the transfer of systems has been successful and Arbor Pay is live. In the meantime, please continue to use ParentPay to pay for school services.

We expect the transition to be a smooth one and this will not affect access to any free or paid for services you may currently already receive. We will provide more information and an FAQ style document to parents and carers once we are ready for you to use Arbor Pay. However, if you do have any immediate questions or concerns, please email these to info@appletonacademy.co.uk in the first instance and a member of staff will get back to you.

Thank you for your continued support.

Yours faithfully

A handwritten signature in cursive script that reads "Helen Jones".

Ms H Jones
Executive Headteacher