



January 2025

Dear Parent/Carer

Following our successful transition from ParentPay to Arbor Pay during the Christmas break, we are writing to provide a final and important update about ParentPay.

We have given ParentPay notice of the end of our use of their services, which coincided with the launch of Arbor Pay. At the moment, we still have limited access to manage ParentPay in order to complete tasks associated with the closing of our account with them. However, this access will cease in the coming days as our contract with them comes to a permanent end.

Despite the information we sent on a number of occasions prior to the end of last term about our move to Arbor Pay, there are still a small number of parents and carers who have or who continue to attempt to top up their ParentPay accounts. We must request that you do not do this, as we will shortly be in a position where we will not be able to request any refunds of those monies from ParentPay on your behalf and you will instead have to seek to recoup these directly from ParentPay, or your bank, yourself.

ParentPay is no longer in use in school and your child will not be able to access school meals or other services using ParentPay. All transactions will now take place using Arbor Pay and you must ensure you are signed up to Arbor, using the app or browser, and that you are adding funds to this account to enable your child to access services. If you need help signing up to your Arbor account, please use this link to the helpful information available on our website: <https://appletonacademy.co.uk/arbor-parent-app/>.

We thank you for your continued support. If you do have any other questions about Arbor, which are not answered through the link above, please email [info@appletonacademy.co.uk](mailto:info@appletonacademy.co.uk) in the first instance and we will contact you to discuss this further.

Yours sincerely

A handwritten signature in black ink that reads "Helen Jones".

Ms H Jones  
Executive Headteacher