



Burscough Priory Academy  
[www.burscoughprioryacademy.org](http://www.burscoughprioryacademy.org)  
Headteacher Mrs L MacLaren

Ref: 3585 LMA

17 July 2025

Dear Parent & Student,

From 1 September we will be using Arbor Payments and Civica Eats as a cashless school. This means that School Gateway will become redundant and as such, all parents will need to have an Arbor account to complete routine payments and receive key information.

#### **Current Year 7-10**

- On Wednesday and Thursday this week, students had their fingerprint captured in line with the consent that has been provided.
- Arbor Payments will be live to access from Monday 11 August on the Arbor Parent Portal or app.
- Do not upload lunch money nor purchase from the shop on School Gateway from 12.30pm on the last day of term – 18 July. It is really unlikely that anyone would need to.

#### **Year 6 to be 7**

- Will complete biometric recording during Summer School with a further session on Wednesday 3 September.
- From Monday 11 August, you will be able to set up an Arbor account in the Parent Portal and then download the app. The repeat set of instructions are attached to this letter. On set up of the account, the ability to use Arbor Payment is enabled.
- If you have an older child in school, you do not have to set another account in Arbor. Your children will be linked on the system.

#### **Information about Arbor Payments**

Arbor Payments (via the Parent Portal or app) will be used for lunch balances, shop and trip payments and From Monday 11 August. All of the monies that are on School Gateway will be transferred to lunch balances on Arbor Pay in the summer, along with the £15 locker refund. If you have paid for any trips or instalments, these will also be ported across by 11 August.



An Endeavour Learning Trust School  
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## Civica Eats

In our school, at lunchtime there are several options that are available everyday:

1. Hot plated meal option
2. Warm grab and go
3. Cold lunch
4. Pre-order

At the moment, students have the option to pre order in school but at the end of term, this will cease to be available. However, we are delighted to let you know that this is because the option to pre order, completed at home, will be available to all using the Civica Eats app. This means that parents and students can plan and choose food together and it supports us to plan the number of portions required in school and minimise food waste. Food will need to be ordered by 8.45am, this is the order deadline and the cut-off point so that the Catering Team can prepare for our lunch service. After this, students will not be able to pre-order but they are welcome to purchase the options from the hot or cold service stations.

Please find attached a document that outlines how Civica Eats work and how you can set up and use the Civica Eats app for pre ordering food. Please be aware that students will log in to the app using their school email address and unique activation code. These codes will be distributed to you and the students on the INSET days in September. If a parent wants to pre-order on behalf of a student, the credentials are unchanged, it still uses the child's details.

If you do have any questions, please do not hesitate to get in touch with us on [enquiries@burscoughprioryacademy.org](mailto:enquiries@burscoughprioryacademy.org) with a subject line of, 'Arbor/Civica.'

Thank you for your continued support.

Yours sincerely,

*L MacLaren*

**Headteacher**



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