



Grange Infant School
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27th January 2026

Dear Parents/Carers

Arbor Payments and Bookings

We're excited to let you know that we'll soon be switching from ParentPay to Arbor Payments— a simpler, more integrated way to manage your child's school lunches, trips, clubs and even charitable donations, all in one place.

As outlined in our Charging & Remissions Policy, The White Horse Federation operates a cashless system across the trust. To support this, we will continue to accept online payments exclusively through Arbor Pay. This means the school will not be able to accept cash or book lunches for you.

When is the change happening?

The switch will take place during February half term. To help make the transition smooth, please book your menu choices onto ParentPay for only the first week back Term 4, Week 1, Monday 23rd February 2026.

We then kindly ask that you stop using ParentPay by Friday 6th February 2026, as we'll be transferring all credit balances to Arbor.

When can I start using Arbor Payments?

We'll send you an email as soon as Arbor Payments is live—so please keep an eye out for it!

Infant School - Once the system is LIVE, all families will need to log in and select your menu choices from Term 4, Week 2, Monday 2nd March 2026 onwards, should you wish for your child to have a booked school dinner. Please remember that no payment is required, as all children are Universal Infant Free School Meals. Any child without a dinner booked, will need a packed lunch brought in from home.

Junior School - Once the system is LIVE, you will need to log into your Arbor Pay account and book and pay for your child's lunches from Term 4, Week 2, Monday 2nd March 2026 onwards if your child would like a school dinner. If your child is entitled to Free School Meals (no payment will be required) please book as per the above. Any child without a dinner booked, will need a packed lunch brought in from home.

How do I use Arbor Payments?

If you're already using the Arbor Parent App, great news—you don't need to do anything! As soon as the system goes live, these additional options will automatically appear in the app for payments and bookings.

I don't currently use the Arbor Parent App—what do I need to do?

If you haven't downloaded the Arbor Parent App yet, we have instructions to help you get started. Once you've installed the app, you can follow our guides to book lunches, pay for school trips, book clubs, pay for school trips and more.

If you have any questions, feel free to get in touch. We're here to help make this transition as easy as possible.

Yours sincerely



Mrs H Gordon
Headteacher
Grange Infant and Grange Junior School