

Larkhill Primary School

Wilson Rd, Larkhill, Salisbury SP4 8QB

Tel: 01980 348079 Email: office@larkhill.wilts.sch.uk

Head Teacher: Mrs. Fiona Jenkins

Wednesday October 7th 2026

Switching to Arbor Pay

Dear Parents and Carers,

We're excited to let you know that we'll soon be switching from Parent Pay to Arbor Payments—a simpler, more integrated way to manage your child's school lunches, trips, enrichment 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 soon only be accepting online payments exclusively through Arbor Pay. This means the school will no longer be accepting cash and booking lunches for you.

When is the change happening?

The switch will take place at the start of the October Half Term break on **Wednesday 21st October 2026**.

What do you need to do?

- To help make the transition as smooth as possible, please upload monies onto ParentPay to cover any lunches you have booked for the first week of Term 2, up until Friday 6th November 2026.
- We kindly ask that you stop using ParentPay by Friday 16th October, as we'll be manually transferring all lunch balances to Arbor.
- Please ensure you cancel any reoccurring direct debit payments linked to Parent Pay with your bank and any auto bank card balance transfers.
- Parents who have credit in the Parent Account Balance on ParentPay (awaiting to be allocated to lunches/trips etc) will need to refund this back to their own bank account.

When can I start using Arbor Payments?

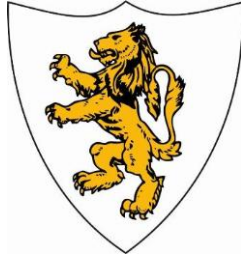
We'll send you an email as soon as Arbor Payments is live—so please keep an eye out for it! Once the system is LIVE, you will then need to log into your Arbor Pay account and book and pay for your child's lunches and wraparound care for Term 2, starting Monday 2nd November 2026 onwards.

Universal Infant Free School Meal (YR-Y2) and Free School Meal lunches families will also need to log in and select your menu choices. The school office will no longer be able to book school lunches on your behalf.



Proud to be part of The White Horse Federation Multi-Academy Trust
www.twhf.org.uk





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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 wraparound care, and more.

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

Kind regards,

Mrs F Jenkins
Head Teacher



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