

From: Madeley School

Subject: Madeley School Payment Systems

Sent: 4 Sep 2026 10:10

Dear Parent/Carer,

ParentPay Transition to Arbor Pay – September 2026

*As part of our continued move to the Arbor Management Information System, we are writing to let you know that, from **September 2026**, Madeley School has moved from **ParentPay** to **Arbor Pay** for all online school payments.*

This change will provide a simpler and more streamlined experience, allowing parents and carers to manage school information and payments through a single platform.

We appreciate that any change to familiar systems can raise questions, so we would like to reassure you that we are taking every step to ensure the transition is as smooth as possible.

What you need to know

- **All Madeley Meals balances currently held in ParentPay will automatically transfer to Arbor Pay** and will be available for use when pupils return in September. No action is required.
- **All iPad payment balances have been transferred over the summer**, ready for the start of the new academic year.
- There will be **no loss of funds** during the transfer process.
- Further information, including guidance on accessing Arbor Pay and making payments, will be shared before the start of the autumn term.
- **ParentPay has closed.** No further payments can be made through ParentPay. Any balances held for school meals and iPads have been transferred automatically to Arbor Pay over the summer, ready for the start of the autumn term.

We believe this change will make it easier for families to access school information and manage payments in one place, reducing the need to use multiple systems.

Thank you for your continued support and patience as we implement this improvement. If you have any questions after receiving the September guidance, our school office will be happy to help.

Yours faithfully,

Lee Nixon
Academy Principal