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May 2025

Dear Parents and Guardians,

Subject: Important Update: Changes to School Payment System - Moving to Arbor

We are writing to inform you about an upcoming change to our school's payment system. At the end of the current academic year, we will be transitioning from Parent Pay to Arbor for all school-related payments.

This move to the Arbor Payments system is part of our ongoing efforts to streamline our administrative processes and provide you with a more integrated and user-friendly experience. Arbor offers a comprehensive platform that will allow you to manage various aspects of your child's school life in one place, including payments for school meals, trips, clubs, and other activities.

We believe that Arbor will offer several benefits, including:

- **A unified platform:** Access all your child's school information and make payments through a single, secure login.
- **Improved communication:** Receive timely notifications and reminders about payment deadlines and upcoming events.
- **Enhanced transparency:** Easily view your payment history and account balances.
- **Greater convenience:** Make payments online or via a mobile app at your convenience.

As part of this transition, it is important that all existing balances on your Parent Pay accounts are cleared by the end of the current academic year. We will be in touch with individual parents/guardians who have outstanding balances to ensure these are settled before we fully move to the Arbor system.

We understand that transitioning to a new system may raise some questions, and we are committed to making this process as smooth as possible. We will be providing you with detailed information and guidance on how to set up your Arbor account and make payments in the coming weeks. This will include:

- **Step-by-step instructions:** A clear guide on how to register and navigate the Arbor payment system.
- **Information regarding the transfer (or lack thereof) of Parent Pay balances to Arbor:** We will clarify whether any remaining credit on Parent Pay can be transferred or if it will need to be spent down.

- **Frequently Asked Questions (FAQ):** Addressing common queries you may have, including those related to existing balances.
- **Support resources:** Information on who to contact if you require assistance.

We will ensure that you have ample time to familiarise yourself with the new system and manage any existing Parent Pay balances before the transition is complete at the end of the academic year. Parent Pay will continue to be our active payment system until that time.

Thank you for your continued support and understanding as we implement this positive change for our school community.

Sincerely,

School Payments Team