



ST JAMES CATHOLIC PRIMARY SCHOOL, HEBBURN

20th October 2025

Dear Parents and Carers,

Arbor Pay

We are delighted to announce that we will now be moving over to Arbor for all payments. This includes Lunches, Breakfast Club, Trips and Clubs. This is the final part of our migration to the Arbor system.

If you haven't already done so you should have now downloaded the Arbor App and will have been able to successfully login. If you need any help with this, please come into the school office where we will be happy to help.

From 3:30pm on Friday 24th October we will not be using the ParentPay App and will start our migration to Arbor pay. At that point your balances, credits and anything on ParentPay will be transferred over to Arbor.

You will not be able to complete any transactions on ParentPay from **Monday 27th October**. We will then begin using the Arbor Parent Portal, including payments from **Monday 3rd November**. Please bear with the school as transferring all the balances over will take time and so you might not immediately see your balance.

Please can all parents who pay for Breakfast Club or Lunches on Parent Pay make sure that these are all paid for and up to date on ParentPay by **3:30pm on Thursday 23rd October**. If you have any questions or need any help at all. Please contact the school office.

Thank you for your ongoing support as we transfer our services.

Kind Regards,

Mrs. Francesca Heslop
Headteacher

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