

17th September 2026

Dear Parents/Carers

School Meal Selection on Arbor – Important Changes Letter

We're writing to let you know about an important update to our school meal selection process. From **Monday, 21 September 2026**, all school meal menus will be uploaded and available to select via the Arbor app. The current classroom-based meal selection system will end on this date. **Children will no longer be able to choose their meals in the classroom. Parents and carers must use the Arbor app to select meals daily or in advance** for their child(ren).

Please Note:

- **Paid school meals:** All paid meals must be paid for in advance on Arbor. If there is a debt on your account, you will not be able to select or order a meal for your child, and a school meal will not be provided. In this case, please send your child with a packed lunch.
- **Clearing debts:** All outstanding school meal debts must be cleared by **21.9.26** to ensure you can select school meals through the Arbor system.
- **Free School Meals and Universal Infant Free School Meals:** If your child is eligible, you should still use Arbor to select their meal choices each morning or in advance.

What do you need to do next?

1. **Download and log in to the Arbor app** if you haven't already. (If you need help, please contact the school office.)
2. **Check your Arbor account** for any outstanding meal debts and clear them before 21.9.26.
3. **Start selecting your child's meals** for dates on or after 21.9.26, and continue to do so daily or in advance.

If you have any questions about this new system or need support with Arbor, please contact the school office by phone or email. Thank you for your patience and support as we transition to this new way of managing school meals and payments.



Mrs Grainger
Headteacher