



Dear Parents and Carers,

16<sup>th</sup> December 2021

**Moving to ParentPay from January**

As you will have seen in our Family Bulletin, we are moving across to a new system for ordering and paying for school lunches after the Christmas holidays. You will be able to make your selection for lunches in advance, which will help the kitchen to order ahead and reduce unnecessary waste.

**Balances transferring from Arbor to Parentpay**

After term ends today, we will begin transferring the balances from Arbor onto Parentpay tomorrow.

If you are currently in arrears on Arbor, please ensure that you pay off the amount owing. Please note that you will need to be in credit on Parentpay to be able to book meals for your child. If you are in credit on Arbor, this will be moved across and will show as a credit on your new Parentpay account.

**Logins for Parentpay**

We will be sending out your logins for you to access Parentpay and make payments and order lunches for the new term. You should receive your Parentpay login details tomorrow. Please keep an eye out for this email and login as soon as you can to familiarize yourself with the process.

**Children who do not pay for meals**

If your child does not pay for their meals, you will still need to login to Parentpay to select your child's meals, but you will not be charged. This applies to all children in EYFS, Year 1 or Year 2 and any child that is currently in receipt of Free School Meals.

We are hoping that the transfer takes place smoothly with your support, but in the event of any technical difficulties with your login, please email the office and we will ensure that we get that resolved and ensure that your child receives their lunch.

Many thanks,

Avanti Gardens School

