

February 2025

Dear Parents/Carers,

### **Re. Arbor Payments**

We are delighted to announce that, following the successful launch of our Arbor Parent Portal and App, we will be changing our school payment system from ParentPay to Arbor Pay from **Monday 24<sup>th</sup> February 2025**.

By using Arbor Pay, we are reducing the number of different log-ins and accounts that our parents/carers are required to have whilst your child(ren) is at Thornhill Community Academy. The majority of our parents/carers are already using the Arbor Parent Portal and App therefore we hope that this move will support an easier and more streamlined approach for all.

From **Friday 14<sup>th</sup> February 2025** you will no longer be able to use ParentPay for all school payments to allow us to setup and launch Arbor Pay over February half-term. From Monday 24<sup>th</sup> February 2025 you will be able to access Arbor Pay via the Arbor Parent Portal and App. Your existing ParentPay balances for your child(ren) will automatically be transferred across to Arbor Pay during half-term. This will include the balance on school meal accounts, remaining trip balances and any open payment items for books or resources etc.

If you have not yet logged into and downloaded the Arbor App or Parent Portal for your child(ren) we kindly ask that you do so **before Monday 24<sup>th</sup> February 2025**. It is important that all parents/carers access their child(ren)'s Arbor profile regularly, either via the Parent Portal or App, to ensure that you are receiving important updates, information and communication about your child(ren) as well as now being able to access and see account balances.

All parents/carers who have not yet signed up to the Parent Portal will receive an email/text message requesting you to download and register on the APP as soon as possible. If you need any further support or help with getting started with the Portal or App a helpful guide can be accessed here - [Log into the Parent Portal and the Parent App – Arbor Help Centre](#) . Arbor also offers access to many



01924 324890



Thornhill Community Academy,  
A SHARE Academy  
Valley Drive, Thornhill, Dewsbury  
WF12 0HE



office@thornhillcommunity  
academy.co.uk



thornhillcommunity  
academy.co.uk

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training resources which are completely free for you to make the most of! These can all be found [here](#).

If you do not have login details, please email [james.macfaul@sharemat.co.uk](mailto:james.macfaul@sharemat.co.uk) for assistance.

We aim to support all our parents/carers and students to make this transition from ParentPay to Arbor Pay as smooth and easy as possible to ensure that there is little disruption for all. With this in mind, we have included below the answers to a number of frequently asked questions regarding the move to Arbor Pay.

We are confident that this move to Arbor Pay will be a positive change for all by reducing the number of accounts our parents and carers need to have and allowing them to access all their child(ren)'s information in one, easy to use, place.

Should you have any queries or concerns, please do not hesitate to contact the academy.

Yours sincerely,



**Julia Wood**  
**Admin Manager**


## **FAQ**

[Will all my child\(ren\)'s Parents/Carers be able to pay for items on Arbor Pay?](#)

Yes, anyone who has access to the Arbor Parent Portal or App for your child(ren) will be able to add money to lunch accounts and pay for trips and other payment items. Please note that access to the Parent Portal or App is usually limited to parents/carers with parental responsibility.

[I currently owe money on my child\(ren\)'s lunch account, what will happen to that balance?](#)

All balances on lunch accounts will be transferred from ParentPay to Arbor Pay, this includes balances that are in credit or have money owing. We strongly



encourage parents/carers to ensure that their child(ren)'s accounts are in credit ready for the start of the new half-term.

[On ParentPay I can see if my child\(ren\) has purchased food whilst at school, will I be able to see this on Arbor Pay?](#)

Yes, the 'Invoices' page under the meals section of the Arbor Parent Portal or App will show all payments made for meals including the items purchased. A guide on how to find this in the Arbor Parent Portal or App can be found here - [How do Cashless Catering payments show on the Parent Portal? – Arbor Help Centre](#)

[I have already paid some money towards a trip, how will I know how much I have left to pay?](#)

We will transfer the remaining balance for any trip that parents/carers are in the process of paying for over half-term. You will need to access the 'Trip' section of the Parent Portal or App to make any remaining payment towards the trips, a guide on how to do this can be found here - [Signing my child up for a Trip on the Parent Portal or the Parent App – Arbor Help Centre](#) All payment dates and terms will remain the same and parents/carers are kindly asked to ensure that payments are made by the due dates previously communicated and agreed.

[On ParentPay I can purchase some replacement items such as school ties, stationery or Art books, will I be able to purchase these in Arbor Pay?](#)

Yes, all the items we currently have available to purchase on ParentPay will be available to purchase in Arbor Pay via the 'School shop'. Details on how to purchase items from the school shop can be found here - [Purchasing School Shop items on the Parent Portal or Parent App – Arbor Help Centre](#)

[On ParentPay I can purchase some replacement items such as school ties, planners and locker keys. Will I be able to purchase these in Arbor Pay?](#)

Yes, all the items we currently have available to purchase on ParentPay will be available to purchase in Arbor Pay via the 'School shop'. Details on how to purchase items from the school shop can be found here - [Purchasing School Shop items on the Parent Portal or Parent App – Arbor Help Centre](#)