



"Whoever welcomes this child in my name, welcomes me." (Luke 9.48)
St. Luke's Catholic Primary School, a Voluntary Academy
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23rd April 2026

Dear Parents and Carers

Booking and Paying for Pupil School Meals using Arbor

You have been using the new Arbor system to book and pay for our Wrap Around Care Clubs, Trips and Events since 16th March 2026 and now you will be able to book and pay for your children's **school meals** using the Arbor Parent Portal or the Arbor Parent App instead of using ParentPay.

PUPIL SCHOOL MEAL ACCOUNTS WILL BE TRANSFERRED FROM PARENTPAY TO ARBOR MEALS ON 27TH APRIL 2026

PLEASE BOOK AND PAY FOR YOUR CHILDREN'S SCHOOL MEALS USING ARBOR FROM 28TH APRIL 2026

(For meals on 27th April the existing manual system will be used with the applicable charges added to your Arbor Meals account)

PLEASE ENSURE YOU HAVE CHECKED THE BALANCE AND TOPPED UP CREDIT ON YOUR CHILD'S ARBOR MEAL ACCOUNT FROM 28TH APRIL 2026

(Payment Top-Ups not necessary for those eligible for Universal Infant Free School Meals or Free School Meals)

PARENTPAY WILL NO LONGER BE USED FROM 27TH APRIL 2026

Standard Pupil School Meal booking options on the Arbor App/Portal:

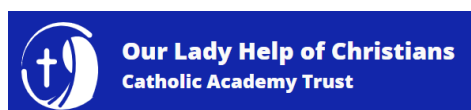
1. Pupil Hot Lunch £3.05
2. *Pupil (School) Packed Lunch £3.05
3. Pupil Packed Lunch from Home

(Specific Meal Menu options are not set up on Arbor as pupils will select their meal choices in the dining hall. The menu is published on the school website as usual under Home menu>Joining>School Meals menu).

*Please continue to e-mail school with packed lunch choices or changes at least 3-days in advance of booking this option on: a3359@telford.gov.uk

Arbor provides links to general help resources [here](#).

A quick pointer guide to Meals is below:



Once you have logged into the App or Portal to your child's profile you will see a **Quick Action menu**:

Select the **Meals** option - where you can book meals for the term (currently showing as Summer Term 2026), and where you will see the standard pupil school meal options to select.

Once you have made your selection(s), click **Process**, and you will be taken to a screen to enable you to **top-up your child's Meal account** (if applicable), from here you will also be able to see the **account balance**.

We hope you enjoy using this new feature, but should you need any further help or if you have any queries, please do not hesitate to e-mail school on: a3359@telford.gov.uk.

Regards

S C Fisk

Suzanne Fisk

School Business Manager

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