Dear PARENT,

Following on from our recent communication letting you know that sQuid services, the company who provide our online payment services for school dinners, trips, equipment and other items, will no longer be operating in the UK, we wanted to provide you with more information about the next steps.

We’ve been looking into finding a solution which will cause as little disruption as possible for you and your child / children.

**We will be moving our payment services to Arbor Pay.** Hopefully you will be familiar with Arbor as we launched it as our new database and messaging app in January this year. If you haven’t downloaded the app we strongly encourage you to do so as soon as possible so you are ready for this change.

The app can be found in both the Apple App Store and Android Play Stores by searching for “Arbor”. Further information and guidance on using Arbor can be found here:
[Getting started - Log into the Parent Portal and the Parent App](https://support.arbor-education.com/hc/en-us/articles/360020147458-Log-into-the-Parent-Portal-and-the-Parent-App)

The changeover from sQuid to Arbor Pay will be taking place during the week after half term, **from 24th February.** We therefore advise you to leave only a small balance on your account for each day during that week until we advise you that we have switched over.

After we have switched over to Arbor Pay, you will need to request any outstanding balance left in your sQuid account as a refund. We will be in touch after half term with information on your balance and how to reclaim any money you may be owed.

Please be assured that taking care of your child / children is our first priority and no child will go without food if there is any confusion during this period of change. Please remember that, during this migration period, if you do have any concerns your child can bring cash to pay for meals if you prefer.

These changes are due to circumstances beyond our control, and we apologise for any disruption this may cause you. As ever we are here to support you, and if you have any questions or problems with using the Arbor app you can contact the academy office for guidance.

DO PRIMARIES NEED A SECTION HERE RE MEAL MANAGEMENT?