



Part of PACE Academy Trust
New Valley Primary School

Old Lodge Lane, Purley, Surrey, CR8 4AZ

tel: 020 8660 1325

e-mail: office@newvalleyprimary.com

Headteacher: Pete Steward

Deputy Head: Sally Dubben

Important update on Arbor

Dear Parents and Carers,

5th August 2025

We are really pleased to see so many of our parents and carers engaging with our new school management and communication system, Arbor. The next part of the Arbor transition is moving the remaining payment and booking systems over from ParentPay to Arbor.

Meal Choices on Arbor

From the 1st September the new Autumn school lunch menu will be available to view and you will be able to book your child's meal preferences on Arbor.

- Please view this helpful [parent guide to booking meal choices on Arbor](#) to assist you in making your child's meal preferences for next term. Please toggle between the Parent portal or Parent App instructions to view accurate guides
- Should you wish to edit your child's meal choice, you can do so up until the deadline – by 8:15 each morning.
- Please note, that under the Mayor of London's Universal Free School Meals Scheme, all children from Reception to Year 6 are currently entitled to free school meals. Although you may be able to see a School meals account in your payments area, there is no need to top this up to book your children's meals.

Credits and Debits on your ParentPay account

- Transferring balances - All remaining balances, whether in credit or debit, will be transferred from ParentPay over to Arbor by the end of August.
- ParentPay closes:
 - From the 1st August ParentPay will be closed for all payments, except Year 6's trip to Carrot Wood as this is an ongoing payment schedule.
 - ParentPay will remain open to accept payments to clear all debts up to the 26th August.
 - **No bookings can be made on Arbor such as wraparound care if your account is in debt so please clear any monies owed as soon as possible.**
- All payments using Arbor: From 1st September, all payments for wraparound care, school trips and other school products will be made on Arbor.

Wrap Around Care Booking System

Wraparound Care will now be booked through Arbor. Payment will be required at the point of booking or before. You are able to book whichever days you require, long or short stay.

Bookings will open from 29th August at 9am on Arbor. We have included some useful guides below on how to use the payments system to book wraparound care using either the Parent Portal or Arbor App.



Please be advised that the guides and instructions are slightly different depending on whether you use the app or portal.

[parent guide to payments and how to top up accounts using the Arbor App](#)

[parent guide to payments and how to top up accounts using Arbor's parent portal](#)

[booking my child onto wraparound care - parent guide](#)

As advised previously, where an account is in debt, we would be grateful if these could be cleared as soon as possible.

Any existing debt will be transferred over to your Arbor accounts for payment and no further bookings can be made until the debt is cleared.

Useful points to remember when using Arbor

- Your account must be in credit to book any sessions, using the payments section under 'quick actions'.
- Once wraparound care sessions are booked and paid for, you are unable to delete/cancel any sessions.
- To cancel or amend your booking, please email wraparoundcare@newvalleyprimary.com giving at least 24hours notice.
- Spaces are limited and do fill quickly. We recommend booking as far in advance wherever possible.

Using Childcare Vouchers

- To ensure parents have money cleared in Arbor ready for the Autumn term to book wraparound care, please ensure any childcare vouchers are sent into the office as soon as possible.
- The turnaround time for us to receive the money into our accounts and reallocate to your Arbor accounts is up to **14 days from the date of transfer.**
- If you are using your tax-free account or childcare vouchers to pay for wraparound care, please email wraparoundcare@newvalleyprimary.com with your child's name and year group, and details of the payment (including reference number) and what account you would like the money to be allocated to.

We hope that you find these processes easy to follow, should you have any questions or need support accessing Arbor, please contact the school office.

In the meantime, thank you for your continued support as we continue through the transition over to Arbor.

Kind regards

Sarah Blackwell
Senior Finance Officer