



Goldenhill Primary Academy



Head teacher: Mr. S Martin BA (Hons).NPQH

"Everyone shines at Goldenhill"

Broadfield Road, Goldenhill, Stoke on Trent.
ST6 4QE.

Tel: 01782 235790 Fax: 01782 235791

Dear Parent/guardian,

Move to Arbor for all payments, bookings and communication

From Tuesday 1st April we are moving all payment, communication and booking systems to Arbor.

Please download the Arbor app from your app store before 1st April so that you can access your account without delay.

Please see the attached document for instructions.

On Friday 28th March you will receive an email with your log in details for the Arbor app – please log in upon receipt of the email.

From 31st March ParentPay will be disabled for your use. We ask that you only keep a credit balance on there that take you to 31st March and that you run any lunch/care club balances down to £0 where possible.

If your child has a trip on ParentPay we ask that you don't make any additional payments after Monday 24th March so that we can transfer the balance to the Arbor system ready for you to pay from 1st April.

During the first week of April there will be some cross over of systems. If you know that you need to book any care club spaces for the first week – please let us know by Friday 27th March and we can reserve your places on Arbor.

We will be holding drop in sessions to help if you are having any issues with the Arbor system. Please drop into the office between 2:30-4pm, Monday 31st March – Friday 4th April and we can help.

I understand that there is a lot of information within this letter, if you have any questions please do not hesitate to contact the office and we will be able to help.

Yours Sincerely

Mrs S Sharman
Academy Business Manager



Artsmark
Silver Award
Awarded by Arts
Council England

