



Goldenhill Primary Academy



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

"Everyone shines at Goldenhill"

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Dear Parents/Guardians,

Move from ParentPay to Arbor for Payments, Bookings, and Communications

We are writing to inform you that, from **1st April**, we will be moving from **ParentPay** and **The School App** to **Arbor** for all payment processing, bookings, and communications.

This change is part of our ongoing efforts to streamline our administrative processes and improve the way we communicate with you. Arbor is a secure, user-friendly app system that will allow you to make payments, book school services, and stay up-to-date with school information all in one place.

Key Changes:

- **Payments:** All payments, including for school trips, lunch orders, and other activities, will now be processed through Arbor.
- **Bookings:** You will be able to make bookings for Care Club, after-school activities, parent evenings, and other events through Arbor.
- **Communications:** We will send important school notifications, including newsletters and updates, via Arbor. This will replace ParentPay and The School App.

What You Need to Do:

- **Register for Arbor:** In the coming days, you will receive an email with instructions on how to register for your Arbor account. Please follow the steps provided to set up your account **before the 1st of April**.
- **Familiarise yourself with the System:** Once your account is set up, we encourage you to explore Arbor's features to become comfortable with the system ahead of the transition.

If you have any questions or need assistance with the transition, please do not hesitate to contact our admin team at **office@goldenhillprimary.org.uk** or call **01782 235790**. We will also provide a support guide to help with any setup issues.

We appreciate your cooperation and look forward to a smoother, more efficient communication experience through Arbor.

Thank you for your support.

Yours sincerely,
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Mr. S Martin
Head Teacher



Artsmark
Silver Award
Awarded by Arts
Council England

