

Fierté Multi-Academy Trust

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Inspiring All to Excellence

12th July 2024

Dear Parents and Carers,

Following the announcement that we will be moving to [Arbor](#) over the summer break, we can now share further details of this change.

Retiring ParentPay

After the 19th of July, we will no longer accept payments via ParentPay. Any credit balances will need to be withdrawn from your Parent Account unless you use ParentPay for a child at another school. Instructions on how to do this can be found at the link below:

www.parentpay.com/how-do-i-withdraw-money-my-account

Any payments which have already been made toward trips and clubs will be automatically transferred to Arbor.

The Arbor Portal

The 'Arbor Parent & Guardian Portal' will be accessible via the app and website no later than Wednesday 28th August. Once live, you will receive an email confirming your login details. We advise you download the app in advance – direct links are available at www.fierte.org/arbor.

Please ensure you select your child's lunch arrangements within Arbor before the return to school on Tuesday 3rd September. To help minimise food waste, a new option for 'packed lunch from home' will be available. Our caterer's policy is to prepare children a hot dinner and issue a charge for this unless a packed lunch has been booked in the app or brought to school by 10:30 a.m. each day.

Communicating Progress

All further updates and answers to frequently asked questions will be posted to a dedicated page on the Trust website - www.fierte.org/arbor. We encourage you to check here before contacting your school with any Arbor-related enquiries.

Kindest regards,

Ryan Byrne, Trust Technical Manager

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