

27 January 2025

Dear Family,

### Arbor Payment System

We are pleased to announce the launch of the Arbor app for both parents and students at Thorns Collegiate Academy. This milestone marks a significant step towards enhancing communication and ensuring that important information is readily accessible to all.

The Arbor app is designed to streamline and improve the way we share essential updates and facilitate your involvement in your child's education. Through the app, you can easily access the following:

- **Parents' Evening Events and Bookings:** Schedule and manage appointments with teachers to discuss your child's progress and any concerns you may have.
- **Exam Timetables:** Keep track of upcoming exams and ensure your child is well-prepared.
- **School Letters and Reports:** Receive and review important documents, updates, and your child's academic reports directly through the app.
- **Important Messages:** Stay informed about critical announcements, events, and other communications from the school.

With the success of the Arbor app, we are excited to inform you that ParentPay will be replaced by the payment system that is built within the Arbor app. This transition will further consolidate all essential school-related activities and communications into a single, user-friendly platform.

Transition Timeline for the removal of ParentPay:

1. **Announcement of the timeframe** - 27 January 2025
2. **Final Payments to be made by parents using Parent Pay** - Wednesday 12 February. There should only be sufficient money in students accounts to cover purchases made between Wednesday and Friday, (12 -14 February).
3. **Arbor Payments Opened** - Friday 14 February
4. **Full Implementation** - 14 February. All payments will be made exclusively through the Arbor app from this date forwards. **We cannot guarantee monies paid into ParentPay on/after this date can be refunded.**

We strongly encourage all parents to download and familiarize themselves with the Arbor app. The convenience and efficiency it offers will allow you to remain actively engaged in your child's educational journey. A guide on how to add money through the Arbor App can be found here - [Top up accounts and viewing payments in the Arbor Parent App – Arbor Help Centre](#)

Your involvement and support are crucial to the success of our students, and we are confident that the Arbor app will greatly enhance our partnership.

Thank you for your continued support.

Yours sincerely,



Ms N Jones  
**Principal**