

18th March 2025

Dear Parent/ Guardians,

Re- Introducing Payments in Arbor

From Tuesday 1st April, we will no longer be working in partnership with ParentPay. As such, all payments must be made within the Arbor Parent Portal **from 1st April onwards**.

It is therefore essential for all primary guardians to ensure they have activated their parent portal account and have downloaded the Arbor app.

For information on getting started, and logging in, please click [here](#)

To log in successfully, you must use the email address that we have recorded on Arbor for you. If you do face issues logging into your account, please email schooloffice@baconscollege.co.uk and our team will work with you to fix this.

The following items will be available for purchase within Arbor:

- Meals
- Music Lessons
- School shop items (replacement tie, student planner)
- Trips

Any payments that you have already made in ParentPay for upcoming trips or music lessons, will not be affected, however **you will be required to make all further instalments via Arbor, from 1st April onwards**.

Unfortunately, we are not able to transfer funds from ParentPay into Arbor. Our finance team will therefore process refunds for all meal accounts that remain in credit, **after lunch on Monday 31st March**. Once this has been actioned, you will be able to arrange for the balance to be refunded to your bank account. **Please log into ParentPay on 1st April to do this. Guidance on how this works, can be found [here](#)**

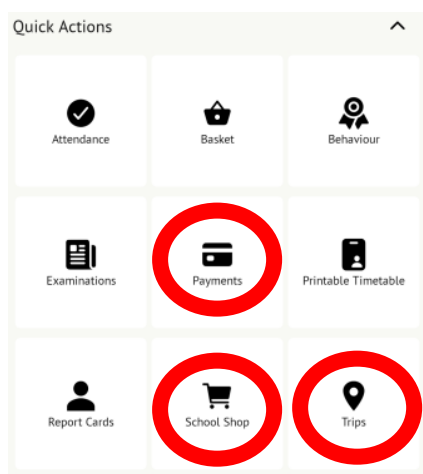
All negative balances on ParentPay must be cleared. We will write to those families directly. If any pupil accounts are found to remain in a negative balance on 1st April, the pupil will not be able to make any further purchases until the negative balance is **paid in full**.

Once in the Arbor app, to navigate to a payment item, please follow the steps below:

1. Select the 3 lines at the bottom of the page

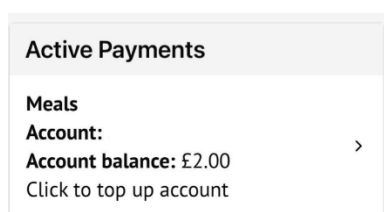


2. Select the relevant item (School shop, Payments, Trips) **for school meals- please select Payments.**

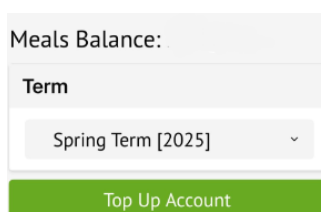


Payments (Meals):

1.



2.



3.

Top Up Account by Card

Top-Up Details

Customer account

Bill payer

Payment amount

£

Narrative

[Add To Basket](#)

[Make Payment](#)

[Go To Basket](#)



Bacon's College

The best in everyone™

Part of United Learning

You are able to make meal payments in Arbor with immediate affect but please note that those funds will not be used for transactions until 1st April. Therefore, it is important that sufficient credit remains available on ParentPay until then.

School shop items will appear in your Arbor app from 7am on 1st April. Once items have been paid for, pupils can collect them from the school office.

Please direct all queries to schooloffice@baconscollege.co.uk and we will be happy to help.

Kind regards,

S. Tyler

Samantha Tyler
Office Manager /PA to Principal



A Church of England academy governed, led and managed by the
United Learning Trust in partnership with the Southwark Diocesan Board of Education.

Bacon's College is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.



Bacon's College
Timber Pond Road
Rotherhithe
London
SE16 6AT
t: 020 7237 1928
f: 020 7237 4501
e: schooloffice@baconscollege.co.uk