



19<sup>th</sup> May 2023

Dear Parent/Carer,

**School Gateway payment system**

As you are aware, we have been using Arbor as our payment portal for several months now. However, we have recently taken the decision to revert back to using School Gateway as this payment system is more efficient and user friendly for both parents and school staff.

Therefore, please be advised that we will cease using Arbor for all school payments from Thursday 25<sup>th</sup> May. This will mean that catering top-ups can no longer be made from that date until School Gateway is in place on Tuesday 30<sup>th</sup> May, in order to ensure all balances are transferred across accurately.

**Please therefore check that your child will have sufficient funds on their account to last until Friday 26<sup>th</sup> May.**

Whilst we appreciate that Year 11 and 13 students may currently be on study leave/sitting their exams, they may still choose to purchase from the canteen/post 16 café and as such this also applies to them.

We have attached a user guide explaining how you can set up your School Gateway account which includes some trouble shooting suggestions. As always, please feel free to contact the school should you encounter any difficulties with this or have any further queries.

Yours sincerely,

Sharon Roberts  
Finance Officer

