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**THE BULWELL  
ACADEMY**  
*Creative  
Education  
Trust*

3 July 2024

Dear Parents and Carers

We are excited to announce that in the summer term, we will be changing our school payment system from ParentPay to Arbor Pay.

By using the Arbor Pay app, we are reducing the number of different log-ins that our parents and carers are required to have.

As we're already using Arbor as a school, this move will support a more streamlined approach.

As of Tuesday 23 July 2024, you will no longer be able to use ParentPay for school payments. The last day for access to ParentPay is Monday 22 July 2024. We anticipate that you will be able to access Arbor Pay from Thursday 25 July 2024. Your existing ParentPay balances for your child will be automatically transferred onto Arbor Pay during this transition time.

The majority of our parents and carers already access the Arbor App for our in-school communications and Club sign-ups. To access Arbor Pay when it launches, you will just need to use your usual Arbor App log-in details.

We're  
moving  
to...



**Arbor  
Payments**

**Create your Arbor account NOW  
to make sure you are ready!**



**PLEASE ACTION  
BEFORE FRIDAY  
12 JULY 2024**

**To action:**

If you have not yet logged into and downloaded the Arbor App or Arbor Parent Portal, we kindly ask you to do so before Friday 12 July 2024. You can follow the instructions here: [Parent Portal and App - Getting started and logging in – Arbor Help Centre](#)

Wherever possible, we recommend that you use the Arbor App as this will allow you to make payments quickly and easily on your phone using Apple Pay or Google Pay.

You can find out more about the Arbor Parent App and Portal on The Bulwell Academy website in the Parents section: [Arbor Parent Portal and App \\* Bulwell Academy](#)

Yours sincerely

M Irons  
Principal

Should you encounter any questions or encounter difficulties accessing the platform, please email: [arbor@bulwellacademy.org.uk](mailto:arbor@bulwellacademy.org.uk)

For any payment issues, please email: [arborpay@bulwellacademy.org.uk](mailto:arborpay@bulwellacademy.org.uk)