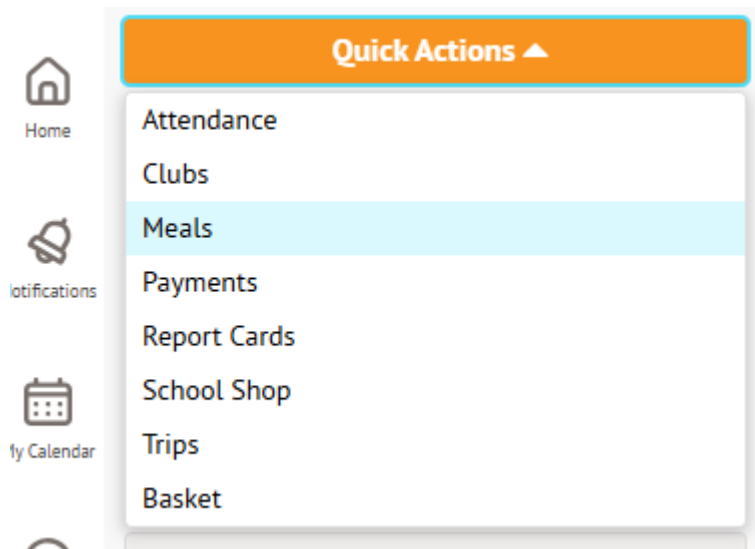


Good Afternoon,

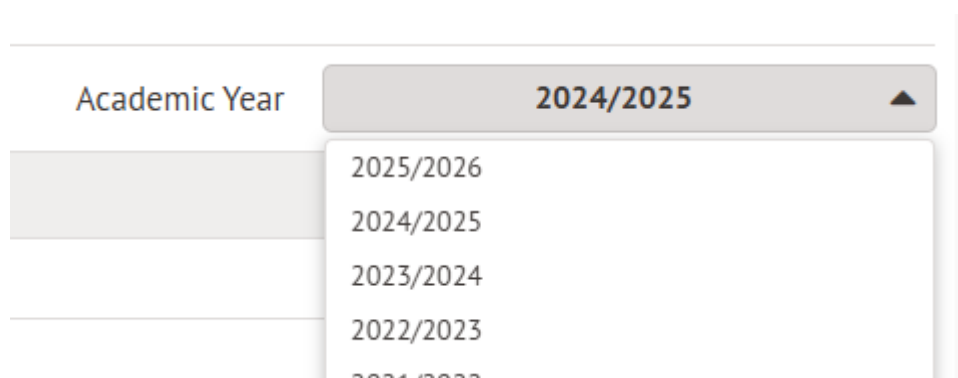
We are aware that there have been some teething issues with our new parent portal on Arbor so thank you for being patient; it has been a learning curve for us too.

As with the old system, all school meals need to be booked and paid for in advance, and this will now be done through the parent portal, meals section. If your child is in KS1 (year R, 1 & 2) or in KS2 and eligible for Free School Meals (FSM), you still need to pre book your meal but you will not be charged.

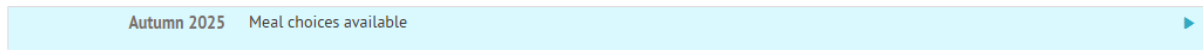
After login to the parent portal you will see a box in the top left hand of your child's profile screen that says quick actions, click on the meals option.



On the next page, headed Meal choices, in the right hand corner click on Academic Year and select 2025/2026 from the drop down menu.



Then click on the arrow next to Meal Choices available



You will then see the following page, which has each week listed for the current term, here you will be able to book your meals each week or for the whole term if you prefer.


Select the arrow next to the day of the week you require.

Meals	« Back Meal Choices - School Lunch (2025/2026)																											
Meal Choices	<p>Week beginning 01 Sep 2025</p> <table border="1"><tr><td>Tuesday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Wednesday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Thursday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Friday</td><td>hot meal</td><td>▶</td></tr></table> <p>Week beginning 08 Sep 2025</p> <table border="1"><tr><td>Monday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Tuesday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Wednesday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Thursday</td><td>No choice selected</td><td>▶</td></tr><tr><td>Friday</td><td>No choice selected</td><td>▶</td></tr></table>	Tuesday	No choice selected	▶	Wednesday	No choice selected	▶	Thursday	No choice selected	▶	Friday	hot meal	▶	Monday	No choice selected	▶	Tuesday	No choice selected	▶	Wednesday	No choice selected	▶	Thursday	No choice selected	▶	Friday	No choice selected	▶
Tuesday	No choice selected	▶																										
Wednesday	No choice selected	▶																										
Thursday	No choice selected	▶																										
Friday	hot meal	▶																										
Monday	No choice selected	▶																										
Tuesday	No choice selected	▶																										
Wednesday	No choice selected	▶																										
Thursday	No choice selected	▶																										
Friday	No choice selected	▶																										

The next screen will allow you to select a meal for each day you require that week. You can use the drop down arrow next to each day to select a school meal.

« Back

Meal Choices

 **Meal choice deadline**

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 3 hours before your meal takes place.

Add Meal Choice

Mon, 08 Sep 2025	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="No choice selected"/> ✖ ▼
Tue, 09 Sep 2025	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="No choice selected"/> ✖ ▼
Wed, 10 Sep 2025	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="No choice selected"/> ✖ ▼
Thu, 11 Sep 2025	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="No choice selected"/> ✖ ▼
Fri, 12 Sep 2025	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="No choice selected"/> ✖ ▼

Process

When clicking on the arrows you will see the following box:

No choice selected✖ ▼

- packed lunch
- no meal
- hot meal - £2.70
- No choice selected ✓
- No choice selected

The only option that Parents/Guardians need to select is the hot meal option (if requiring a school meal).

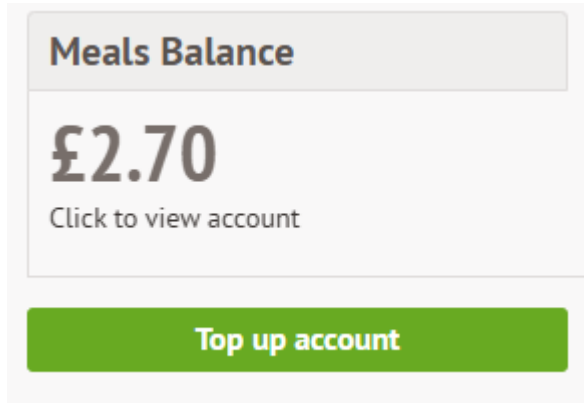
For KS1 and children eligible for FSM the hot meal option will not have a charge next to it, this ensures you can select the meal and you will not be charged.

Please do not select 'no meal' as this is an option used by admin to automatically refund a meal should your child be absent on a day when you have pre-booked a school lunch.

The meals are then added to your basket, please ensure that you check out of your basket or the meals will not register as booked.

Your meal balance will not be debited until the meal is taken.

You can top up your meals balance account to pay for meals using the top up account button on this page.



The image shows a user interface element for a meals balance account. It consists of a light grey rectangular box. At the top, the text "Meals Balance" is displayed in a bold, dark grey font. Below this, the amount "£2.70" is shown in a large, bold, dark grey font. Underneath the amount, the text "Click to view account" is written in a smaller, dark grey font. At the bottom of the box, there is a prominent green button with the white text "Top up account".

I hope that this will make the bookings slightly easier to navigate but if you have any further issues please let us know.

Kind regards

The School Office.