

Frequently Asked Questions – Arbor from 1st July 2024

Q What methods of payment can be used to credit my child's account?

A You need to use a credit or debit card to top up your child's account using the Arbor system. You can use this guide for full details regarding how to top up [Payment accounts and topping up the meal account on the Parent Portal or App – Arbor Help Centre \(arbor-education.com\)](#)

Q How can I check the credit on my child's dinner money account?

A When logging into the Parent Portal, you can see the Cashless Catering account balance on the main dashboard.

Q How do I view my child's transactions and purchases e.g., school related items such as trips and visits, educational items?

A Once this section of the portal has been activated you will receive full instructions.

Q Can I request a daily 'spend limit'?

A Yes, a daily 'spend limit' will not be set unless requested by the parent / carer, and is set in Live Register (our till system) rather than Arbor. Requests should be made to the kitchen manager – see below for who to contact with queries.

Q What happens if my child does not have enough funds on their account.

A We will provide an overdraft facility which will allow each account to go into debit to the value of £1.00. *Please ensure that you check your child's account regularly and keep their account topped up.*

We are aware that occasionally there are exceptional circumstances that cannot be planned for. Pupils will be advised to speak to a member of staff at the canteen if they have any concerns around the payment of their lunch. The school reserves the right to make a one-off addition to your account to a maximum of £3.00 **ONLY in exceptional circumstances.**

If your child's account becomes overdrawn, any credit allowed will be automatically deducted when the account has been topped up e.g., a 'credit' of £2.40 is allowed, a top up of £5.00 is made by parent / carer, but this will leave a current balance available to the pupil of £2.60

Q How do 'free school meal' entitlements work?

A If your child is in receipt of Free School Meals your child's account balance will automatically be credited with the current rate of £2.40 per day. This amount can be used at break and lunchtime, but as with the current system any unspent funds cannot be rolled over to the next day and the total pupil spend cannot exceed £2.40 per day. If you wish to top up your child's account in addition to the FSM balance you are welcome to do this. Pupils with free meal entitlements always remain anonymous.

Q Can anyone else use my child's account?

A Photographs of the student will show at the point of payment for verification of identity.

Q My child has an allergy, how will this be monitored?

A All allergy records registered with the school will be entered on to the Cashless System. When students attempt to purchase an item, which has ingredients to which we have been alerted that they are allergic to, the system will alert the operator. Primary responsibility remains with the student for their choices, in line with their medical needs. Parents are reminded that the quickest way to keep your child's details up to date is via the Arbor App / Portal.

Queries should be directed as follows

cgray@reephahigh.org.uk Claire Gray is our Kitchen Manager and will be able to help with queries relating to spend limits, and allergen information.

data@reephahigh.org.uk queries relating to Arbor set up and access.

finance@reephahigh.org.uk queries relating to financial matters.