



London Borough
of Hounslow

Fairholme Primary School

Peacock Avenue, Bedfont, Feltham, Middlesex, TW14 8ET

Telephone: 020 8890 2584

office@fairholme.hounslow.sch.uk

www.fairholme.hounslow.sch.uk



Headteacher: Mrs G. Harris

13th October 2026

Dear Parents/Carers

Moving from ParentPay to Arbor – important information

We are writing to let you know that we will be moving from **ParentPay to Arbor for school payments**. Arbor is the system we use for managing other aspects of school life, and bringing payments into Arbor will help us make things simpler and more convenient for families.

We understand that changes to familiar systems can take a little time to get used to, so **the move will be gradual over the next few weeks**. The move to Arbor will be completed by Monday 23rd November. During this time, we will gradually transfer payments across to Arbor and will keep you informed about what you need to do and when. Arbor will be used to make payments for items such as:

- School trips and visits
- Workshops and special activities
- Breakfast Club and after-school clubs
- School uniform
- Other school-related payments as required

You can make payments using either the **Arbor Parent App** or the **Arbor Parent Portal**.

1. Access the Arbor App or Arbor Parent Portal
2. Log in using your Arbor account details.
3. Select your child's profile.
4. Go to the **Payments** section.
5. Select the item you wish to pay for, follow the instructions and complete your payment.

What happens during the transition period?

For approximately one month, we will be gradually moving payment items from ParentPay to Arbor. During this time, some items may still need to be paid for through ParentPay, while others will become available through Arbor. Once the transition is complete, Arbor will become our main system for school payments.

Here to help

We appreciate your patience and understanding while we make this change. If you have any difficulties accessing Arbor, logging in or making a payment, please contact the school office, and we will be happy to help. We hope that bringing school payments together in Arbor will make managing payments for your child easier and more straightforward.

Kind regards

Mrs G. Harris
Headteacher