



Old Basford School

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Dear Parents/carers

Changes to School Meal Ordering and Pricing

We are writing to inform you of some important changes to our school meal ordering system, which will come into effect from **1st September 2026**. **Parent/Carers will be able to order their child's school lunch directly through the Arbor App, rather than the child doing it in class.** This new process will provide families with greater flexibility to view menus, select meals and manage their child's lunch bookings online.

Please note that **all meals must be ordered by midnight on the day before the meal is required.** Unfortunately, meals cannot be guaranteed if they have not been pre-ordered within this timescale.

From **1st September 2026**, the cost of a paid school meal will increase to **£3.10 per meal, £15.50 per week**. If your child is eligible for Universal Infant Free School Meals (Reception, Year 1 and Year 2) or benefit related Free School Meals, there is no charge; however, meals will still need to be ordered in advance through Arbor. Children can still order in the classroom if you have not managed to book online

What You Need to Do

To ensure your child receives their chosen school meal, please:

- Log in to your Arbor Parent App or Parent Portal.
- From your child's profile page, select meal choices and select the day you want. You will see the menu for that day and then you can make your selection from one of the choices.
- You must order your child's lunches before midnight on the day prior to the meal being required.
- Ensure your Arbor account has sufficient credit if you pay for school meals.

Guidance for Parents

To support you with this new process, we have attached a **step-by-step guide** explaining how to order school meals through Arbor. We encourage all parents and carers to read this before the new system goes live on the 1st of September

If you experience any difficulties using Arbor or have any questions regarding the new arrangements, please do not hesitate to contact the school office. We will be happy to assist you.

Yours sincerely,

Mrs L Duffin
Headteacher

