



Registered Address: Canford Heath Infant School, Learoyd Road, Poole, BH17 8PJ
Telephone: 01202 380015 Email: contact@teachpoole.com
Company Number: 09484306

23rd May 2025

Dear Parent/Carer

New online payment system – Arbor Payments

Following the successful launch of Arbor, we are excited to announce that from September 2025, we will be moving our online payment system from the School Gateway to Arbor. All bookings for Breakfast and Buddy Clubs, After School Clubs and School Trips for the 2025-26 academic year will be made through the Arbor app.

Balances on School Gateway at the end of the academic year cannot be transferred by the school to Arbor. Therefore, please note the following important information:

Childcare voucher payments

If you pay for your child's attendance at Breakfast, Buddy or After School Club by childcare voucher, **it is very important that for the rest of the Summer term, you only load up your child's school gateway account with the amount needed to pay for your bookings up to the end of term, 23rd July 2025.** The process of issuing a refund for unused childcare vouchers is complicated and you may incur a delay in receiving the funds back.

Online payments through the app

Please ensure that you have used all the money in your child's school gateway account by Wednesday 23rd July. Any balances remaining on pupil accounts at this date may not be refunded until we return to school in September.

If you have any questions regarding the above, please don't hesitate to contact the finance department via e-mail at finance@teachpoole.com.

Yours sincerely

Karen Wischhusen
Chief Finance Officer



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