



The Crescent Primary School

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Headteacher:

Mr Mark Wartnaby

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Mrs Natalie Preston

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Mrs Simone Burrough

2nd September 2026

Dear Parents/Carers,

New School Meal Ordering System

To improve the way school meals are ordered and managed, parents and carers will now be required to use **Arbor**, our online meal ordering system.

Using Arbor allows you to select your child's meal choices in advance and manage their school meals easily. It also provides the convenience of having school trips, Shooting Stars bookings, and meal ordering all in one app.

Ordering Meals

Please note the following:

- Meal accounts must have a sufficient balance to cover the cost of any current and future meal choices.
- School menus have been included with this email and are also available on our school website to help you make your selections.
- Meal choices must be submitted by **8.00am on the day the meal is required**.

How to Order a Meal

1. Log in to the Parent Portal or Arbor App.
2. On the main page, go to **Quick Actions** and select **Meals**.
3. You will see a list of available meal dates. Select the day for which you would like to order a meal.
4. Use the dropdown menu to choose your child's meal option.
5. Click the green **Process** button to confirm your selection.

Changing a Meal Choice

If you need to change a meal choice:

1. First select **No Choice Selected** and click **Process**.
2. Then choose the new meal option and click **Process** again.

Please note that if you miss the **8.00am deadline**, you will need to contact the school office to request any changes.

For further guidance, please visit:

<https://support.arbor-education.com/hc/en-us/articles/6956696271261-Meal-Menu-choices-on-the-Parent-Portal-or-Arbor-App>

Universal Infant Free School Meals and Free School Meals

Children who are entitled to **Universal Infant Free School Meals** or **Free School Meals** will continue to receive their meals free of charge.

However, you will still need to log in to Arbor and select your child's meal choices in advance.

During the initial introduction of the new system, school staff will ensure that sufficient meals are available while families become familiar with the ordering process.

We will also provide support to any families experiencing difficulties accessing or using the system.

Need Help?

If you do not have internet access or require assistance with registering for Arbor or ordering meals, please contact the school office and we will be happy to help.

Thank you for your support as we introduce this new meal ordering system. We are confident that it will provide a simple and convenient way to order school meals while helping us ensure that every child receives their preferred meal choice.

Reach for the Stars



Hampshire
County Council

