



# Highcliffe St. Mark Primary School & Fledglings Pre-School

A Church of England Foundation School

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09<sup>th</sup> January 2026

Dear Parents and Carers,

We would like to inform you that from **Monday 26<sup>th</sup> January 2026** the school will be moving to a new system for ordering school lunches. All lunch orders will be made in advance using Arbor. This change will help us streamline the process and support the kitchen team in planning and managing food orders more effectively.

Under the new system, parents and carers will be able to pre-order lunches for the whole term or choose to order a week at a time, but all orders must be placed two weeks in advance. This will offer greater convenience and ensure your child's meals are booked well ahead of time.

Please note the following important changes:

- All children (Fledglings and Year R to 6), including those entitled to Free School Meals and KS1 Universal Free School Meals, will need to have a lunch ordered online if they require a hot lunch.
- All lunch orders must be placed at least two weeks in advance, so to ensure your child's hot lunch is provided during the week commencing **26<sup>th</sup> January**, all orders must be placed by **Sunday 11<sup>th</sup> January**. This two-week cut-off is essential to allow the kitchen to order ingredients and prepare accordingly.
- For further clarification, please see the table below

LUNCH ORDERS	Entitled to government funded KS1 Universal Free School Meals	Entitled to Free School Meals	Lunch Orders for all other children
<b>Fledglings</b>	Not applicable	All lunches must be ordered in advance, but no payment is required.	All lunches must be ordered and paid for on Arbor 2 weeks in advance.
<b>KS1 – Years R to 2</b>	All lunches must be ordered in advance, but no payment is required.	All lunches must be ordered in advance, but no payment is required.	Not applicable
<b>KS2 – Years 3 to 6</b>	Not applicable	All lunches must be ordered in advance, but no payment is required.	All lunches must be ordered and paid for on Arbor 2 weeks in advance.



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2023 - 2024



The option to order lunches is now available on your Arbor account. We kindly ask that you check and submit your child's lunch choices in good time to avoid any issues with meal provision. If you need assistance using Arbor or have any questions about the new ordering process, please contact the school office and we will be happy to help.

Please see this guidance on choosing meals in advance on the Arbor Parent Portal and Parent App - <https://support.arbor-education.com/hc/en-us/articles/6956696271261-Meal-Menu-choices-on-the-Parent-Portal-or-Parent-App>

There are further details of how to change meal choices overleaf.

Thank you for your support as we introduce this improved system.

Very best wishes,

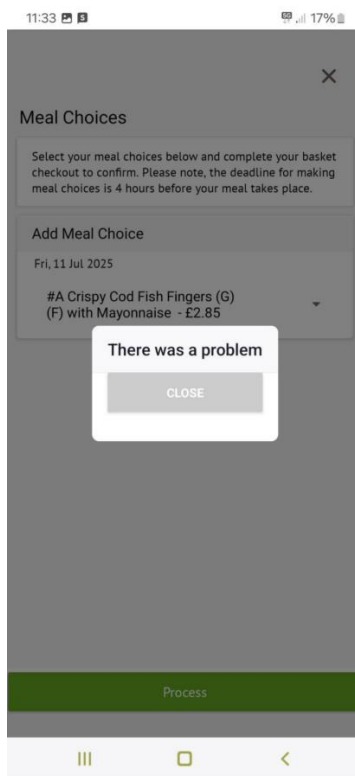
A handwritten signature in black ink, appearing to read 'Claire', written in a cursive style.

Claire Barker

## How do parents change Meal Choices after they have booked them on the Portal or App?

You can only change your meal choice if the current selection is '**No Choice Selected**' and it is before the 2 week cut-off date.

If you already have a meal choice set and attempt to change this, you will see a **There was a problem** message on the App and a red "**You cannot add a meal choice for [the date], because one already exists. Please remove the existing meal choice first**" error message on the Portal.



So, you will need to follow these steps on the Portal or App to select a new meal choice in the Portal or App:

- Click on the day you want to change to open the edit screen.
- Update the meal choice to **No Choice Selected** using the dropdown
- Click the green **Process** button to delete the choice

This will revert to the day they selected, with '**No choices selected**' displayed.

Once you have done this, you can set a new meal choice by:

- Clicking on the day
- Selecting a meal choice using the dropdown
- Clicking **Process** to confirm your choice.