

## School Meals – Flexible meal choices using ARBOR APP or Portal

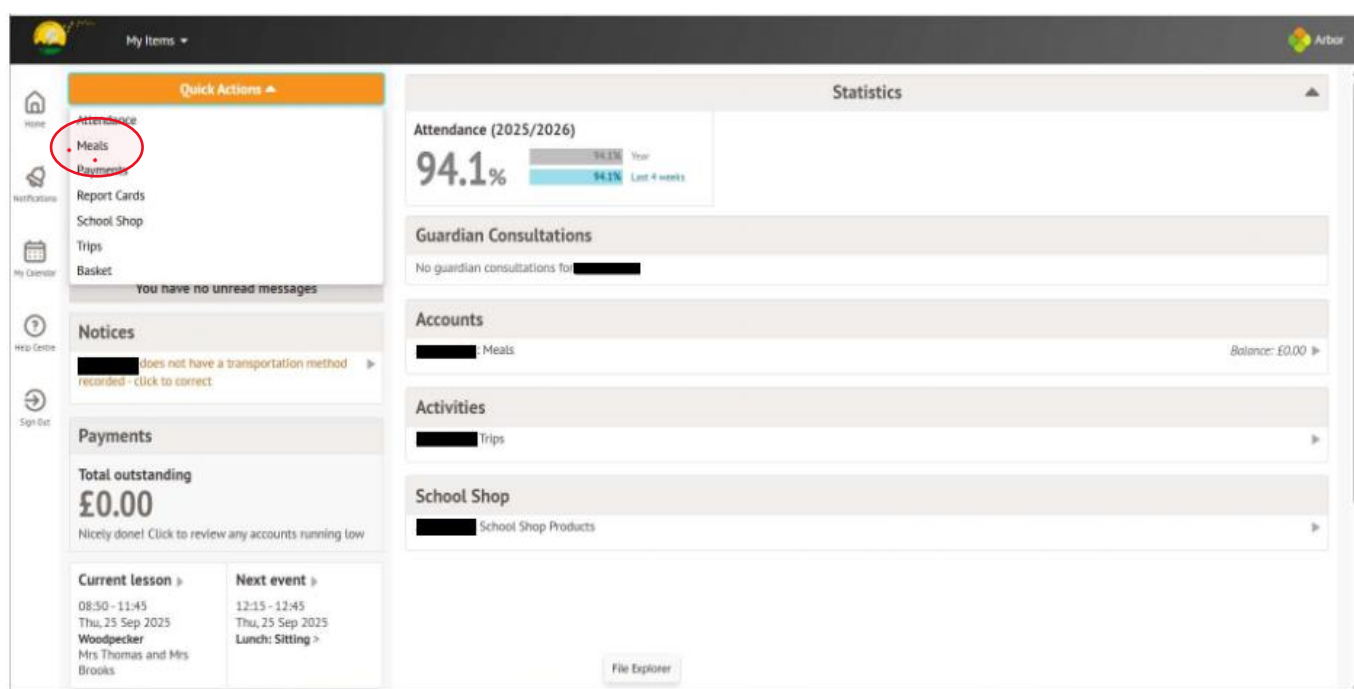
This guide will help you through the flexible ordering process in Arbor. The meals section is accessible either via the portal (desktop) or the App (mobile phone/tablet)

Please make your choice for each day during the **whole** period. Any days that you do not want a meal provided by school please leave the day as “No Choice Selected”.

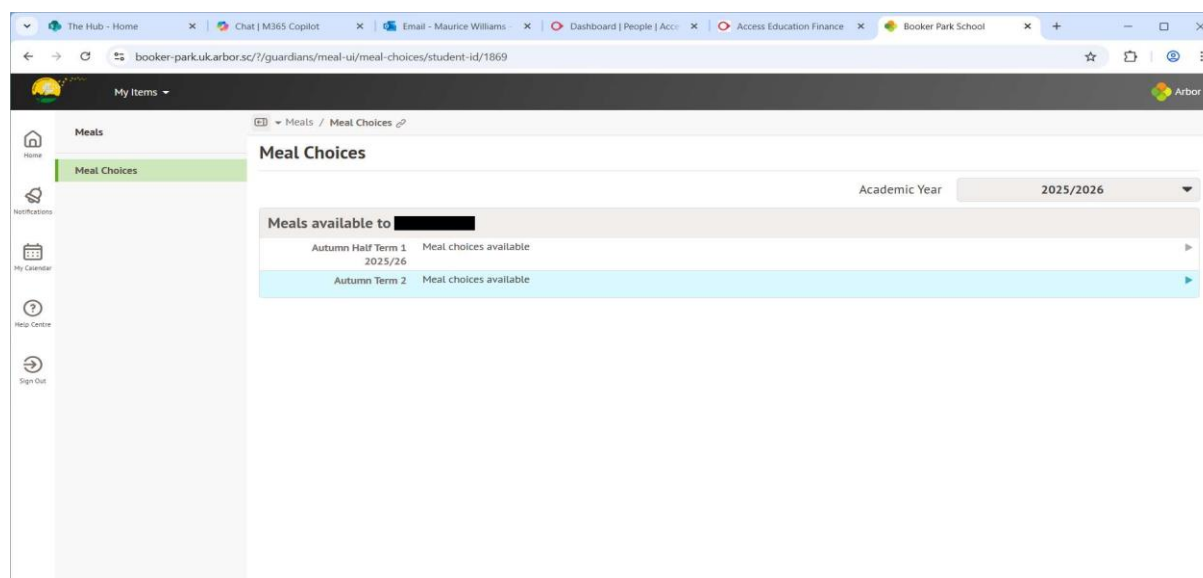
To make the process easier as we have a meal menu that works on a revolving 3-week rota so your choices for week 1 will be the same as week 4

Note: Please ignore the “Deadline date” shown. The school sets a deadline which will be notified to you in the weeks before each half term.


Once you have accessed the Arbor site for your child, please choose the orange Quick Actions tab (top left). You will see the options appear with Meals second.



Choose Meals to take you through to the Meal Choices section where you will pick the Term that is next in the calendar of meals option.



At this point you will be given the below listing of days in the coming half term from which you may choose your meal option.



My Items

Home

Meal Choices

Notifications

My Calendar

Help Centre

Sign Out

« Back

Meal Choices - Lunch

Week beginning 03 Nov 2025

Monday	No choice selected	▶
Tuesday	No choice selected	▶
Wednesday	No choice selected	▶
Thursday	No choice selected	▶
Friday	No choice selected	▶

Week beginning 10 Nov 2025

Monday	No choice selected	▶
Tuesday	No choice selected	▶
Wednesday	No choice selected	▶
Thursday	No choice selected	▶
Friday	No choice selected	▶

Week beginning 17 Nov 2025

Monday	No choice selected	▶
Tuesday	No choice selected	▶
Wednesday	No choice selected	▶
Thursday	No choice selected	▶
Friday	No choice selected	▶


Meals Balance

£0.00

Click to view account

Top up account

Choose any day in the week to open the meal choice options



My Items

Home

Meal Choices

Notifications

My Calendar

Help Centre

Sign Out

« Back

Meal Choices - Lunch

Week beginning 03 Nov 2025

Monday	No choice selected
Tuesday	No choice selected
Wednesday	No choice selected
Thursday	No choice selected
Friday	No choice selected

Week beginning 10 Nov 2025

Monday	No choice selected
Tuesday	No choice selected
Wednesday	No choice selected
Thursday	No choice selected
Friday	No choice selected

Week beginning 17 Nov 2025

Monday	No choice selected
Tuesday	No choice selected
Wednesday	No choice selected
Thursday	No choice selected
Friday	No choice selected

« Back

Meal Choices

Meal choice deadline

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 0 weeks before your meal takes place.

Add Meal Choice

Mon, 03 Nov 2025	No choice selected	⊗ ▼
Tue, 04 Nov 2025	No choice selected	⊗ ▼
Wed, 05 Nov 2025	No choice selected	⊗ ▼
Thu, 06 Nov 2025	No choice selected	⊗ ▼
Fri, 07 Nov 2025	No choice selected	⊗ ▼

Process

Each day will have the list of meals available for that day.

The screenshot shows a web application for selecting school meals. The main interface is titled 'Meal Choices - Lunch' and displays three weekly meal selection grids for the weeks beginning 03 Nov 2025, 10 Nov 2025, and 17 Nov 2025. Each grid lists days from Monday to Friday, all currently showing 'No choice selected'. To the right, there is a 'Meal Choices' panel with a 'Meal choice deadline' warning, an 'Add Meal Choice' section with dropdown menus for each day, and a list of available meal options with their prices (e.g., Sweet Potato Curry with Rice - £0.00, Jacket Potato with Tuna Mayo - £0.00). At the bottom of the panel are buttons for 'Snip & Sketch' and 'Process'.

**Remember, you should make a meal choice every day that you want your child to have a meal. You can also choose between meat or vegetarian on any given day. If on any day you do not want a school hot meal, then leave the day as “No Choice Selected. You will then need to provide a packed lunch from home So, your menu choice could look as follows:**

The school’s policy is that we ask for meals to be paid for in advance. Once you have made your selections for the full half term, we would request that you “Top up” your account using the green Top up Account button to prepay for the meals. However, we want all our pupils to have the opportunity to have a meal at school so if you would prefer to agree an extended payment plan then please speak to the Finance Team.

Please note that in line with our policy, if you fall behind with your payments for the meals taken, we will contact you to arrange for a payment and ultimately, we may have to ask that you switch to packed lunches to prevent you getting too far into debt. If you have any issues with payments, then please contact us as soon as you can.

## **Frequently Asked Questions:**

### **How much are meals and how much should I top up my account by?**

*The price of a meal is currently £3.00. If you were to choose 10 meals during the period, the top up would be £30.00. If you already have a credit balance on your account you would pay the difference owed, if any.*

*Years Reception, 1 & 2 and Free School Meals pupils do not need to Top up. But still need to choose their meal pattern in the same way.*

### **What if I have paid for meals and my child is absent?**

*Any absences of your child during the period will not deduct from the credit balance shown on your account and can be carried forward to the next term.*

### **Previously my child has just had a Meat/Vegetarian meal every day or I provided a packed lunch from home, and I want to continue like that?**

*That is perfectly fine. Just choose the Meat/Vegetarian meal or leave it as No Choice selected for each day of the term on the Portal or App,*

**My child has not had meals before, and I am not sure that he would like all the options but would like to try. What should I do?**

*If your child hasn't had school dinners previously this is your opportunity to try meals on a semi regular basis without having to commit to a whole half term. Maybe just choose meals on days when the meal is one that you know they would like at home to see how they get on. Remember to provide a packed lunch from home for all the other days.*

**My child has allergies, or special dietary needs are these catered for?**

*Yes. We have records of all our pupils' allergies and dietary needs stored in their Arbor profile and this is shared with our kitchen staff who will check, when serving, to ensure all pupils receive the correct food. If you are new to starting meals you can check with us that we have the most up to date information on your child's profile.*

*Please note that the meat menu is NOT Halal or Kosher. So, if you require a Halal or Kosher diet you will need to pick the vegetarian options.*

*As you can see, the attached menu also contains an allergen chart so that you can be sure that the meal option you choose is suitable for your child. Certain meals can be adapted for allergens, but this can be discussed with the admin team and the kitchen when you make your choices.*

*We also liaise with our Speech and Language team who have a full list of the meal requirements for our pupils, especially special meals such as pureed meals. This is updated in their Arbor profile and is used to prepare the relevant meal types for all pupils with special requirements. Please note that pureed meals may not always match the specific meal on the menu for any given day. This is based on availability of supply.*

**How long do I have to make my meal choices?**

*The option to choose your bespoke meal plan for the next half term on Arbor will only be open to you at least 2 weeks before the end of the previous half term. This will be communicated to you via the parent bulletins, on the school website and regular texts/In App messages..*

*If you are keen to have your child continue with school meals, even if you do not want to make flexible options, then please make sure you have updated your choices on Arbor by the deadline.*