

Friday 17th July 2026

Arbor - Important changes for September 2026 How to Book School Dinners

As previously advised, we are making some significant changes to the way we manage bookings and payments for wrap around care, clubs, trips and dinners from September and therefore we would ask all parents & guardians to read the below information carefully to assist a smooth transition for both families and school staff.

One of the most significant changes we are making during the transition to Arbor is that **parents will now be required to book lunches via the Arbor Parent Portal or App in advance of attending school.** We hope this will reduce food waste, allowing parents to assist their children in making a good range of meal choices and reduce the time taken on meal ordering in class each morning.

Please help us to ensure a smooth transition in September by reading the below guidance on how to book your child's meals. **Lunch bookings are now open for September and October** and lunch orders can be placed until 8am on the day.

Please note we require 100% sign up for meals (including selecting packed lunches brought from home) and therefore we would ask all families to spend a little time over the summer holidays selecting options for your child for the first half term.

Orders can be placed now for Wednesday 2nd September - Thursday 23rd October.

How do I order meals for my child?

From the main Parent Portal page:

- Click **Quick Actions** (or the 3 white lines at the bottom of the screen if you are using the App rather than the web version) and select **Meals**
- **Choose Academic Year 26/27 from the drop down menu**
- **Click Autumn term 2026**

Once you are in the Autumn term 2026 page you will see the weeks listed with the option to enter your meal choices each day. You will be presented with a list of Meals that are available to choose from, based on the Autumn term [ABM menu](#).

If your child is having a packed lunch, please select the option **Packed Lunch from home** and ensure that all days of the week have a meal choice entered. Each day you will be able to select meal/vegetarian options as well as pasta OR jacket potato and Packed Lunch from home.

Here you will also see your child's meal account balance at the top - if this balance is negative it will be

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'That they may have life; life in all its fullness' John 10:10



highlighted in red.

You can top up the balance via card payment using the **Top up account** button.

On the page you can see all future dates you can select a meal for:

- **No choices made** - click to select the meal your child will have
- **Meal choice** - you've set a meal choice already, but you can click it to change your choice
- **Deadline passed** - the school has set a deadline for meals to 8am on the day (e.g 8am on a Monday for Monday's lunch). If you miss this deadline, you will not be able to order via Arbor. In this case please contact the school if you'd like to change the meal your child is going to have. **We must have all changes by 9am each day.**
- **School holiday - no choices available** - holidays and inset days have been set as non-school days. You will not be able to make meal bookings for these dates.

What are the meal charges?

Please note that when you make your meal selections, a price per meal will show however, if your child is eligible for Free School Meals (FSM) or Universal Infant Free School Meals (Universal Infant Free School Meals for all YR, Y1 and Y2 children) the price will set to £0 upon completion.

For all children paying for meals, the meal price from 1st September 2026 will be **£2.95** (previously £2.85) following a price increase set by our providers.

Is there a minimum payment?

The school is charged a transaction fee for all online payments so a minimum payment amount of £10 has been set to help reduce our administrative costs. We would be grateful if you could keep dinner money accounts topped up and in credit at all times.

For further information on booking and paying for meals, or to search FAQs please visit the [Arbor help pages](#) for Breakfast and After School Club guidance.

What if I book a meal for my child and they are absent from school?

As we complete attendance registers each day, the system will recognise if your child is absent (e.g due to illness) and will remove your order and change the mark to Absent. If your child is on a medical appointment or expected into school late for any reason, we will ask you to reconfirm your child's choice, as per the current procedure.

If you have any questions or issues, please email adminoffice@hordle.hants.sch.uk and we will get back to you as soon as possible.

Thank you in advance for your support.

Kind regards,

Team Hordle

Hordle CE (VA) Primary School and Nursery

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