



Meal Menu choices on the Parent Portal or Parent App

New School Menu Pre-Ordering Now Available on Arbor!

We're excited to share that parents can now pre-order their child's school meal choices via Arbor—either daily or weekly. This new feature makes planning easier and ensures your child receives the meal they prefer.

Important Times to Remember:

- **Daily cut-off for meal selection:** 7:45 AM
- After this time, you can still view your child's meal choice but won't be able to make changes.

Need to make a change?

- If you wish to amend your child's meal choice after the 7:45 AM cut-off, please contact the school office **by 9:00 AM**.
- Alternatively, your child can inform their teacher during morning registration.

Helpful Tip: If you've pre-ordered a meal, please remind your child of their selection each morning to avoid any confusion.

If your child is in **EYFS, Year 1, Year 2**, or is eligible for **Pupil Premium with Free School Meals**, please **disregard any information regarding meal account balances or payments**. These children receive meals free of charge, so no action is required on your part regarding payment.

Thank you for helping us make mealtimes smoother and more enjoyable for everyone!

How to Make School Meal Choices on Arbor

Parents can now pre-order their child's school meals using either the **Parent Portal** or the **Parent App**. Follow the steps below to get started:

On the Parent Portal



From the main Parent Portal page, click **Quick Actions** and select **Meals**.

You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.



Click on a meal.



Meal Choices

Academic Year

2022/2023

Meals available to Anna Adams

Autumn Term Lunch	Meal choices available	▶
Spring Term Lunch	Meal choices available	▶
Summer Term Lunch	Meal choices available	▶

You can then see the **Meal Choices** page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: [Reviewing Balances and Adding Top Ups](#)

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

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to change what meal your child is going to have.
- **School holiday - no choices available**. Your school has set this day as a non-school day. Please contact your school (please do not contact Arbor) if this is incorrect.
- **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.

« Back

Meals Balance: £0.00

Top up account

Term

Autumn 2023/2024

Week beginning 02 Oct 2023

Tuesday	Pasta with Tomato Sauce	Deadline passed
Wednesday	No choices made	▶
Thursday	No choices made	▶
Friday	No choices made	▶

Adding and confirming choices

To choose a meal (for a single meal or a week):

- Click on a day to view meal options for that week.
- Select your choices from the drop-down next to each day.
- Ensure days without choices are set to **No Choice selected** (you can update these later).
- Click the green **Process** button to confirm.



« Back **Meal Choices**

Add Meal Choice

Mon, 01 Sep 2025	Packed Lunch	✕	▼
Tue, 02 Sep 2025	Jacket Potatoes	✕	▼
Wed, 03 Sep 2025	Absent	✕	▼
Thu, 04 Sep 2025	Jacket Potatoes	✕	▼
Fri, 05 Sep 2025	No choice selected	✕	▼

You will need to ensure that you have enough balance in your Meals account to cover the cost of your current and future meal choices, your choices are added to your [Basket](#) before being fully confirmed.

You can identify which choices are unconfirmed by looking for the words "In basket" and by referring to the warning banner at the top of the page, alerting you that there are **Meal choices in basket**.

Week beginning 08 Sep 2025

Monday	Jacket Potatoes	
Tuesday	Stew	
Wednesday	Jacket Potatoes	
Thursday	Jacket Potatoes	In basket
Friday	Jacket Potatoes	In basket

 **Meal choices in basket**
You currently have meal choices in your basket. [Go to your basket](#) to complete checkout and confirm your meal choices.

Click on the **Go to your basket** link in the banner or head to **My Items > My Payments** using the top menu to view your pending choices.

If your balance is sufficient, clicking **Checkout** confirms your selections instantly. If not, you'll need to enter your card details to pay the difference before confirming your choices.

Editing choices

To edit a meal choice that has already been made, you must first remove the current meal choice. If you do not do this first, you see a red warning message alerting you that "you cannot add a meal choice for [the date], because one already exists. Please remove the existing meal choice first" when you try to change the meal choice.

To remove a meal choice:

- 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 reverts the day to **No choices selected**.

Week beginning 07 Jul 2025	
Monday	No choice selected
Tuesday	Small Lasagne
Wednesday	School holiday - no choices available
Thursday	School holiday - no choices available
Friday	School holiday - no choices available

Add Meal Choice

Tue, 08 Jul 2025

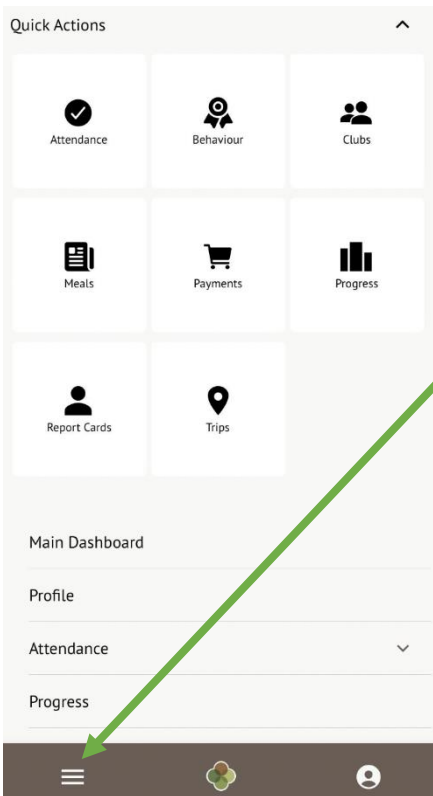
No choice selected | [dropdown arrow]

- Lasagne - £0.00
- Small Lasagne - £0.00
- Pasta Salad - £0.00
- No choice selected** ✓

Please note that once the deadline your school has set passes at 7.45am you can see, but no longer edit your meal choices - please contact the school office before 9.00am if you'd like to change your choice.

On the Parent App

Click the three lines to access your main menu, then click on **Meals**.



You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.



Click on a meal.

Meal Choices

Academic Year

2022/2023

Meals available to Ella Young

Autumn Term Lunch
Meal choices available

You can then see the *Meal Choices* page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: [Reviewing Balances and Adding Top Ups](#)
- Please note that **you must have sufficient credit on your meal balance account** in order to pre-order meals.

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

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to change what meal your child is going to have.
- **School holiday - no choices available.** Your school has set this day as a non-school day. Please contact your school (please do not contact Arbor) if this is incorrect.
- **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.

Adding and confirming choices

To choose a meal (for a single meal or a week):

- Click on a day to view meal options for that week.
- Select your choices from the drop-down next to each day.
- Ensure days without choices are set to **No Choice selected** (you can update these later).
- Click the green **Process** button to confirm.



Meal Choices

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 1 week before your meal takes place.

Add Meal Choice

Wed, 18 Jun 2025

Chicken Salad (GF) - celery, milk - £2.00

Thu, 19 Jun 2025

Linda M Sausage and Beans - £2.00

Fri, 20 Jun 2025

Margarita Pizza (V) - £2.00

Process

Your account will need a balance in your Meals account for current and future meals, your selections go into your [Basket](#) before confirmation. A banner will notify you to complete the basket checkout to confirm your choices if necessary.

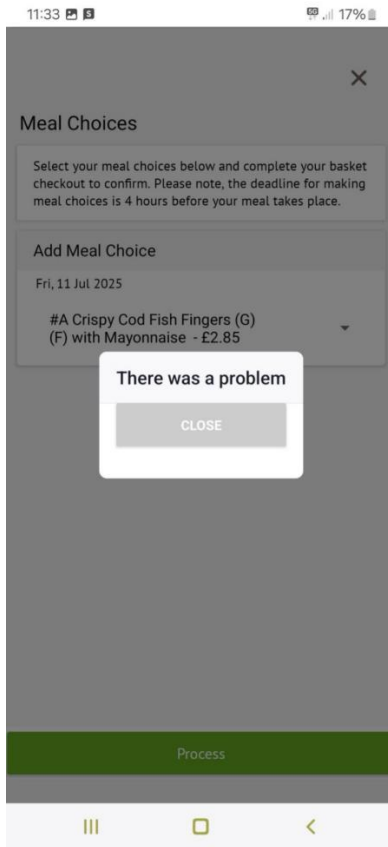
You can get to your basket by tapping the green **Go To Basket** button after adding your meal choice, or by navigating to **Quick Actions > Basket**.

If you have sufficient balance to cover the cost of the new meal choices and any other meal choices you have made previously but have not been charged for yet, tapping **Checkout** will confirm your choices. If not, you'll need to enter your payment details on the next screen to pay the difference before confirming your choices.

Editing choices

To edit a meal choice that has already been made, you must first remove the current meal choice.

If you do not do this first, you see a warning message pop up alerting you that **There was a problem** when you try to change the meal choice and press **Process**.



To remove a meal choice to get rid of the **There was a problem** message:

- 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 reverts the day to **No choices selected**.