

25 February 2025

Dear Parents

A long letter today, my apologies. It covers the transfer to the new meal payment system, school uniform, bus information and arrangements for Year 9 Parents' Evening.

Paying for school meals

As I stated in previous correspondence, sQuid, the current payment portal for school meals is ceasing to trade and we shall be moving to Arbor for school meal payments. This transfer will take place on Thursday 27 and Friday 28 February. Up until Thursday 27 February, all top ups on meal accounts will be provided by sQuid. After the dinner service on Thursday 27 February, any remaining balances will be transferred onto the Arbor system. On Friday 28 February, the new option '**Accounts**' will appear on your Arbor App. It is in this option that meal top ups are made. We cannot activate this until Friday 28 February, as previous migrations in other schools have created problems when there are two conflicting payment methods. Therefore, we have to deactivate sQuid before activating Arbor.

Instructions for using the Arbor accounts feature can be found below:

With the shift over to Arbor, you will now pay for meals within the Arbor Parent Portal. You can access this by going to [Log in to your School | Arbor](#)

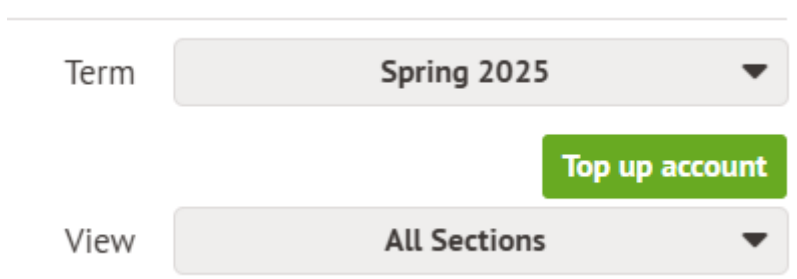
To top up a meal account, go to **Accounts** and click **Meals**.



Accounts	
Meals	Balance: £0.00 ▶
	Balance: £0.00 ▶

Above the table on the **balance** page, the credit/debit amount of the student account will show. **Debt** amounts will show in **red**; **credit** amounts will show in **green**.

Clicking on a payment will load a slide over with details of the lunches taken that day. To make a **Card Payment**, click on the **Top up account** button.



Term Spring 2025 ▼

Top up account

View All Sections ▼

A slide over will load, where you can select the bill payer and payment amount. **Please note the minimum payment amount is £2. You can choose to pay now or to [add your payment to your basket to pay later](#).**

Top-Up Details

Customer account

Bill payer*

Payment amount* £

Narrative

In the pop-up, add in your card details then click **Pay**.

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).

If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code,
- your mobile banking app
- another method

The meals balance will be updated to reflect the top-up right away.

The experience for students does not change, they still need to use their existing fob to purchase dinners. If any parents are experiencing difficulties with this system, please email IT-Parents@knoleacademy.org

School Uniform

In the government's schools bill, there is a proposal that branded school uniform items are restricted to three items and a tie from September 2026; we intend to adopt this from September 2025.

The branded items that students must have will remain as a Knole Academy blazer, Knole Academy trousers or skirt, a PE top as well as the tie. We are adopting a new PE top for 2025 which is a quarter zip long sleeve black top. This will be compulsory for the new Year 7, but all other years can continue to wear the existing PE kit and there is no expectation to buy the new top. Other items of uniform such as black jumpers, white shirts, black PE shorts etc. will remain part of our uniform code but parents can buy any brand they choose.

Price and Buckland will be selling all the existing branded PE kit at half price from next week and as I stated earlier, students can continue to wear this in their PE lessons for the remainder of their time in school.

Buses

Although the change took effect on the 1 January 2025, we have only just been notified of the fare structures offered by some of the bus providers; I attach their correspondence.

Year 9 Parents' Evening and early closure Thursday 6 March 2025

A reminder that booking is still open for the Year 9 consultation event on **Thursday 6 March 2025**.

As a result of the Parents' Evening, the school will close at 1.20pm on this day with the normal early bus services running.

Go Coach

S7 (+ S8) – to Sundridge, Brasted and Westerham

S10/S12 – to Swanley, Crockenhill, Hextable and Wilmington etc

S32 – Chelsfield and Orpington

Coming onto site at approx. 13:35 will be our route 3 service which shall operate the S3 (displaying route 3 Locksbottom).

NOT coming onto site but serving Bat & Ball shall be a route 6 which will serve Seal and Kemsing like an S6 would.

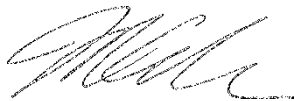
Everything else shall serve the school grounds at normal time.

Red Route

408 will be 1.30 on Friday

308 will run at normal times

Best wishes



David Collins



Knole Academy
Bradbourne Vale Road, Sevenoaks,
Kent TN13 3LE
T: 01732 454608