



The Farmhouse at Arbor – Terms and Conditions

Academic Year 2025-2026

Welcome to The Farmhouse at Arbor

The Farmhouse at Arbor is our distinctive “farm-to-fork” dining program, offering thoughtfully prepared, wholesome meals made using fresh produce from our school gardens, complemented by carefully sourced seasonal and (where possible) organic ingredients from local suppliers committed to sustainability.

We believe in real food — food that fuels learning, growth, and wellbeing. At the Farmhouse, we are committed to creating a food experience that is nutritious, inclusive, environmentally responsible, and of course, full of flavors.

WHAT’S ON THE MENU?

The Farmhouse serves:

- Non-Vegetarian (Main Dish, Salad/Veg, Cut Fruits)
- Farmhouse Vegetarian (Main Vegetarian Dish, Salad/Veg, Cut Fruits)

To explore the current menus, kindly visit the Arbor Website > admissions > parent information > school lunches.

MENU PREFERENCES & ALLERGY INFORMATION

Despite following strict safety protocols, we cannot **guarantee allergen-free meals** due to the shared nature of our kitchen facilities.

Our kitchen and bakery use gluten regularly, so **The Farmhouse is not suitable for those with severe gluten allergies.**

Individual bespoke meals cannot be provided for students with **severe or life-threatening allergies**, as our kitchen handles a wide variety of ingredients.

Meals cannot be tailored to personal preferences, such as **dislikes of certain ingredients**, as meals are **prepared in batches** and not individually

For FS1 to Year 3:

Students in these year groups must be enrolled in a **4-week rotating meal plan** through a **term-based subscription** selected by their parents. Menus are fixed, planned and approved according to the Dubai Municipality School Food Guidelines.

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reception@thearborschool.ae
P.O. Box 413898 Dubai, UAE
thearborschool.ae

**ENOUGH
FOR ALL,
FOREVER.**



For Years 4 to 12:

Students in older year groups enjoy **daily flexibility**, choosing their meals freely from the available menu items. Parents can fund these choices through a **top-up cashless account system**.

Each student will receive a **cashless meal card** linked to their balance, provided with an **Arbor green lanyard and card holder**. Lost cards can be replaced with a **fee of AED 50** (covering the card, lanyard, and holder).

To request a replacement, please email thefarmhouse@thearborschool.ae.

Water refill stations are available throughout campus, and reusable cups can be requested at the canteen as needed.

FEES

Here's a breakdown of standard meal price:

Subscription Daily Meal Fees (FS1 to Year 3) Medium Serving Portion

Snack: AED 12 / day

Lunch: AED 20 / day (Main Dish, Salad/Veg, Fruits)

Dessert: AED 10 / day

Term Subscription Discounts (FS1–Y3)

A **discount** applies to any term subscription purchased **within the first week of term**. All subscriptions are automatically calculated (Lunch) excluding Fridays, holidays, and weekends.

Note: The discount is only applicable to the full-term subscription fee. It does **not apply to custom meal plans** (e.g., select days of the week).

Daily Meal Fees (Years 4-6) Medium Serving Portion

Snack: AED 12 / snack

Lunch: AED 20 / meal (Main Dish, Salad/Veg, Fruits)

Dessert: AED 10 / dessert

Daily Meal Fees (Years 7-12) Large Serving Portion

Lunch: AED 25 / meal (Main Dish, Salad/Veg, Fruits)

Dessert: AED 10 / dessert

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HOW TO REGISTER & PAY

Our dedicated online platform makes subscription and top-up management simple and instant.

Visit: <https://thefarmhouse.thearborschool.ae>

Step-by-Step Setup:

1. **Account Activation**

Use the email registered with the school to activate your account. A one-time password will be emailed to you—please check your spam/junk folder if it doesn't arrive promptly.

2. **Login**

After setting your password, log in to view each of your enrolled children's accounts.

3. **Select Subscription or Top-Up**

- For FS1–Y3: Choose the term subscription plan. The system will calculate applicable fees after discounts and holidays.
- For Y4–Y12: Choose your top-up amount and update allergy information via the menu next to your child's name.

4. **Make Payment**

Payments are processed instantly via Pay fort. You will receive confirmation on-screen and via email. If not, please revisit your dashboard to check your child's account status.

Important Notes:

- **All subscriptions must be submitted at least 2 working days prior to the preferred start date, with a cut-off time of 1:00 PM.**
- Always **double-check the subscription start date** shown in your confirmation to ensure your child's meals begin as planned.

Reminder: Subscriptions made after 1:00 PM or less than two working days before the intended start date will begin on the **next eligible service day**.

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MANAGING ACCOUNTS

You can monitor and manage your child's meal plan anytime through the portal:

- View subscription validity (FS1–Y3)
- View and top up balances (Y4–Y12)
- Check daily purchase history (click *View History* → *Details*)

Please note: If a student's balance is insufficient, one meal (**up to AED -20/25**) may be provided with approval from the Farmhouse Operations Manager or Supervisor before meal service is suspended.

Parents will be notified via email for any meals served without sufficient balance
A same-day top-up is required to resume service the following day.

REFUNDS & CREDITS

If your child is unable to attend school due to illness, a trip, or another reason, please email **in advance** to request a meal credit. These credits will **roll over** until used but will be **cleared at the end of the academic year** if unclaimed.

- Email: thefarmhouse@thearborschool.ae

Refund Requests

Refunds may be issued in **cash or by bank transfer**. Please email your request, stating your preference and reason.
For bank transfers, include:

- Account holder's name
- Account number
- Bank name and any required banking details

We'll forward this to our Accounts Team for processing.

FOOD SAFETY & LEFTOVERS

We do not provide leftovers or takeaways, for two key reasons:

1. **Sustainability:** Meals are served on reusable trays, reducing waste.
 2. **Health & Safety:** Once food leaves our control, we cannot guarantee safe storage or consumption.
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FIELD TRIP DAYS

By default, and for food safety reasons, no food will be provided by The Farmhouse for takeaway on field trips.

Subscription credits for missed meals these days will be automatically applied to your child's account.

GET IN TOUCH

We're here to help! For all inquiries or support:

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