



THE FARMHOUSE AT ARBOR – TERMS AND CONDITIONS

AY 2025-2026 – TERM 3

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 flavours.

The Farmhouse at Arbor Kitchen is HACCP Certified, an internationally recognized food safety management system that identifies, evaluates, and controls potential hazards throughout the food production process.

This certification reflects our commitment to the highest standards of food safety, ensuring that all meals are prepared, handled, and served in a safe, hygienic, and controlled environment at all times.

WHAT'S ON THE MENU?

The Farmhouse serves:

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

To explore the current menus, kindly visit the Arbor Website > admissions > parent information > school lunches. <https://thearborschool.ae/school-lunches/>

+971 4 581 4100
reception@thearborschool.ae
P.O. Box 413898 Dubai, UAE
thearborschool.ae

**ENOUGH
FOR ALL,
FOREVER.**



MENU PREFERENCES & ALLERGY INFORMATION

1. Despite following strict safety protocols, we cannot guarantee allergen-free meals due to the shared nature of our kitchen facilities.
2. Our kitchen and bakery use gluten regularly, so The Farmhouse is not suitable for those with severe gluten allergies.
3. Individual bespoke meals cannot be provided for students with severe or life-threatening allergies, as our kitchen handles a wide variety of ingredients.
4. Meals cannot be tailored to personal preferences, such as dislikes of certain ingredients, as meals are prepared in batches and not individually

FOR FS1 – 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.

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

Daily Meal Fees

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

Snack: AED 12

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

Dessert: AED 10

TERM SUBSCRIPTION DISCOUNT (FS1–Y3)

Term-based subscription discount pricing applies only to meal plans starting within the first week of the term. Subscriptions starting after the first week will be charged at the standard rate"

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).

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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.

FOR YEARS 4 TO 13: Students in Years 4 to 13 may independently select items from the school canteen.

Meals are purchased on a pay-as-you-go basis, using a Farmhouse cashless card linked to a parent-managed credit account.

LOW BALANCE POLICY

If a student does not have sufficient credit, they will be provided with the main meal of the day for one day only to ensure their nutritional needs are met.

Parents are requested to top up the account immediately to avoid any interruption to future service.

Daily Meal Fees

(Years 4-6) Medium Serving Portion

(Years 7-12) Large Serving Portion

Lunch: AED 20 / 25 (Main Dish, Salad/Veg, Fruits)

Dessert: AED 10

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ACCOUNT ACTIVATION

Parents should activate their child's account using the email address registered with the school and top up credits online via:

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

STEP-BY-STEP SET UP

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.
4. For Y4–Y12: Choose your top-up amount and update allergy information by clicking the 3 dots next to your child's name.

Make Payment Payments are processed instantly via Pay fort. You will receive confirmation on-screen and via email

CASHLESS PAYMENT

Students may be issued a cashless card, upon request, with a student Arbor lanyard. The card is the student's responsibility and must be presented for every purchase.

- First card: Free
- Replacement card: AED 50
- Cards are collected from the canteen after activation
- Card requests: thefarmhouse@thearborschool.ae

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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 Policy

1. Subscription Cancellation Refunds

Requests for refunds due to cancellation of a paid subscription must be submitted via email at least 2 working days in advance.

Please note that if the subscription was purchased at a term discounted rate, any used days will be deducted at the standard daily rate, and the remaining balance will be refunded accordingly.

Once the Farmhouse receives your request, you will be notified of the approved refund amount. The Arbor Accounts Team will then contact you with the next steps for processing the refund.

2. Student Account Balance Refunds

Refunds for any remaining balance in a student's account will only be processed if the student is leaving or transferring to another school.

The Farmhouse will notify the Arbor Accounts Team of the remaining balance, and they will proceed with the refund process accordingly.

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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.

GET IN TOUCH

We're here to help!

For all inquiries or support:

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