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Buy a Package in the Kilo App

Laura Gibson - 2026-09-10 - [Getting Started & Your Account](#)

You can browse and buy the packages your gym offers from **Purchase Packages** in the **Kilo - Members** app, and check the package you already have under **My Packages**. Your gym chooses which packages appear in the app, so what you see is specific to your gym.

What you can do

- Browse the packages your gym has made available
 - Search by name or filter by category
 - See a package's full details before you commit
 - Choose between the billing plans on offer
 - Start booking classes once your purchase is complete
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Find the packages your gym offers

1. Open **Kilo - Members** and tap the person icon in the top left corner to open your **Account**.
2. Under **Packages**, select **Purchase Packages**.

10:45 



Account



Laura Test

laura@gymleadmachine.com

Edit Profile

Packages

My Packages

View your active package and membership details.



Credits

View your available and used credits.



Purchase Packages

Explore and buy new credits.



Schedule



Workout



Reservations

3. Search by name, or select a category to narrow the list.

10:45 



Purchase Package

Search Packages

Browse by key words or categories to find specific packages...



crossfit

BIG Pack of Personal Training

crossfit

 Time-based

 No auto-renew

\$1,000.00 one-time

class A 4 pack

crossfit

 Time-based

 Auto-renew

\$0.00 one-time

Classes Weekly

 Time-based

 No auto-renew



Schedule



Workout



Reservations

Each card shows the package name, its category, whether it renews automatically, and the price.

Buy a package

1. Select the package you want to open **Package Details**.
2. Read **What's included** and **Plan Details**, which cover how many sessions you get and any commitment period.

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Package Details

Classes Weekly

12 sessions

 No auto-renew

What's included

Mix-pack: class A, CrossFit

Plan Details

12 sessions

4 week commitment

Payment Summary

Installment 1	\$50.00
Installment 2	\$50.00
Installment 3	\$50.00
Installment 4	\$50.00

[Continue to Payment →](#)

[Cancel](#)



Schedule



Workout



Reservations

3. If the package offers more than one billing plan, select the one you want.
4. Check the **Payment Summary**, which lists each installment and what you will be charged.
5. Select **Continue to Payment**.
6. Enter your payment details, or select a payment method already on your account.
7. Confirm your payment information and submit.

Note

Select **Cancel** at any point before checkout to leave without buying.

After you buy

1. Sign any documents your gym requires. Open your **Account**, select **Documents**, and check the **Not signed** tab.
2. Go to **Schedule** to start reserving classes.

Note

Some gyms require a signed waiver or agreement before you can reserve a class. If booking is not working right after a purchase, check whether you have documents waiting.

Frequently asked questions

I do not see a package my gym told me about. Where is it?

Your gym chooses which packages and billing plans appear in the app, and not everything is available there. Some are sold in person only, and your gym may send you a direct link to a specific price that is not listed. Contact your gym administrator, and they can tell you how to buy it.

Where do I see the package I already have?

Open your Account and select My Packages. That shows your active package and your membership details. **Purchase Packages** is for buying something new.

How many credits do I have left?

Open your Account and select Credits. It shows what you have available and what you have used. If the number looks wrong, contact your gym administrator, since they can see the full history on your account.

What is a billing plan?

It is how you pay for a package: the amount and how often you are charged. A package can offer more than one, so you may be able to choose between paying in installments, paying in full, or another arrangement your gym has set up. The **Payment Summary** on **Package Details** shows what each plan will charge you.

Why can I not book a class right after buying a package?

Check whether you have documents waiting to be signed. Many gyms require a waiver or agreement before you can reserve anything. Open your **Account**, select **Documents**, sign what is on the **Not signed** tab, and then try booking again.

Will my package renew automatically?

Check the package card or Package Details, which show either **Auto-renew** or **No auto-renew**. If you are not sure what happens when yours ends, check with your gym administrator before it runs out.

Helpful tips

- Open **Package Details** before buying, since that screen shows what is included and how the payments are split
 - Compare the billing plans, as the total cost can differ between them
 - Check whether a package says **Auto-renew** or **No auto-renew** before you buy
 - Sign your documents straight after buying, so nothing blocks you when you go to book
 - Contact your gym administrator if the package you want is not listed
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If you have questions about your account, your membership, or the classes at your gym, contact your gym administrator. They manage your account in Kilo and can help you directly.

- Tags
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