Add Class and Appointment Types

Mavilyn Carlos - 2026-10-13 - Events: Classes, Appointments & Locations

Class types and **appointment types** are the templates your schedule is built from. You define each one once, setting its name, color, location, duration, and booking rules, and then place sessions of that type on the Schedule as often as you need.

Most gyms use classes for group offerings like CrossFit and Group Fitness, and appointments for private and semi-private training.

What you can do with event types

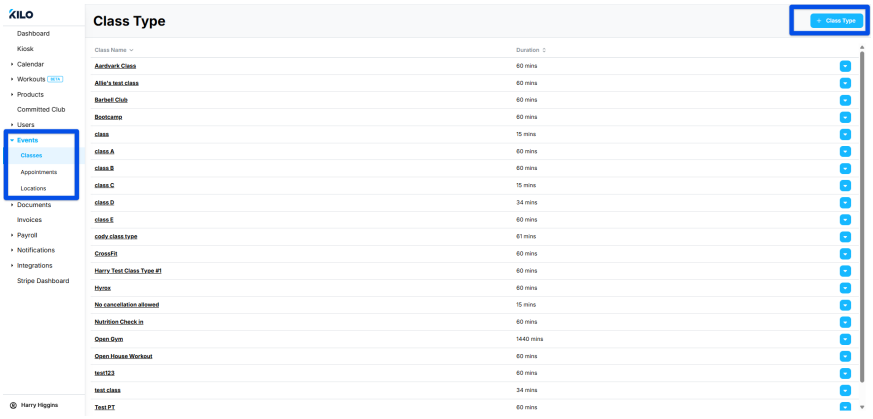
- Create a class type for each group offering your gym runs
- Create an appointment type for each style and length of private session
- Set a color so each type is recognizable on the calendar
- Set capacity and a waitlist for classes
- Override your account-level reservation and cancellation rules for a single type
- Control fees and credit deductions on appointment types

Classes vs. appointments: which should you use?

Question	Class	Appointment
Who books it	Athletes book their own place	Staff schedule it, or athletes self-book
Where it appears	On the member-facing calendar	On the Kilo calendar
Typical use	CrossFit, Group Fitness, bootcamp	Personal training, semi-private training
Capacity and waitlist	Yes	Not set on the type
Separate type per duration	No	Yes

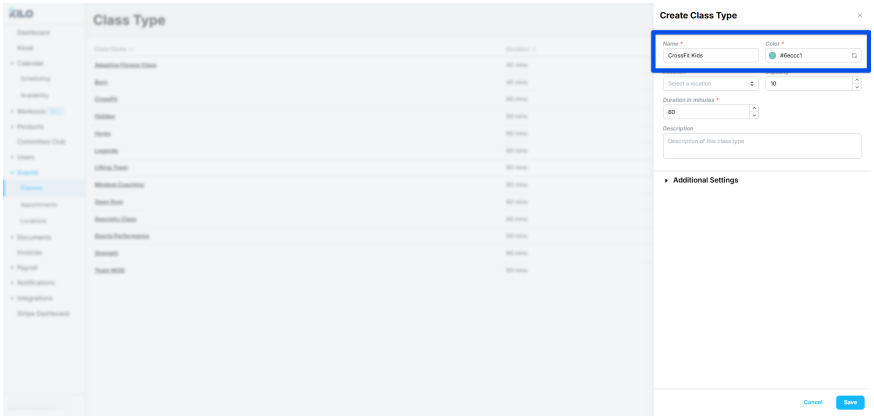
How do I add a class type?

1. Click **Events** in the left menu.
2. Select **Classes**.
3. Click **+ Class Type** in the upper right.



4. Enter the class name, for example, CrossFit.

5. Select a color to represent the class on the calendar.

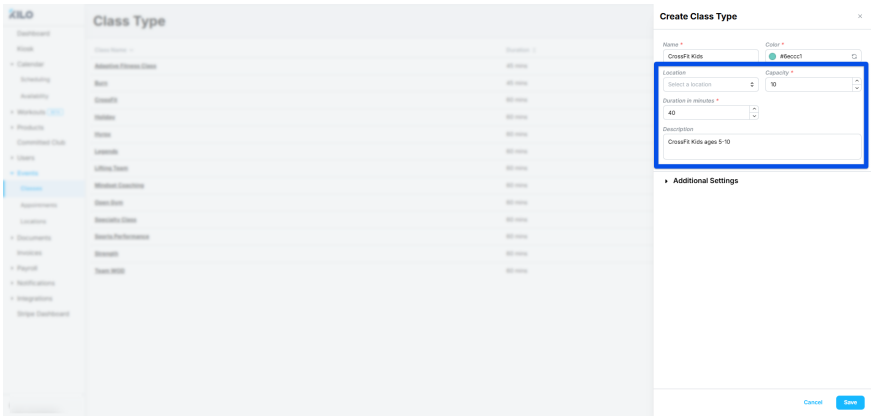


6. Choose the location. Leave it blank or pick your main floor if your gym has only one space.

7. Set the class capacity, for example, 12 or 15 athletes.

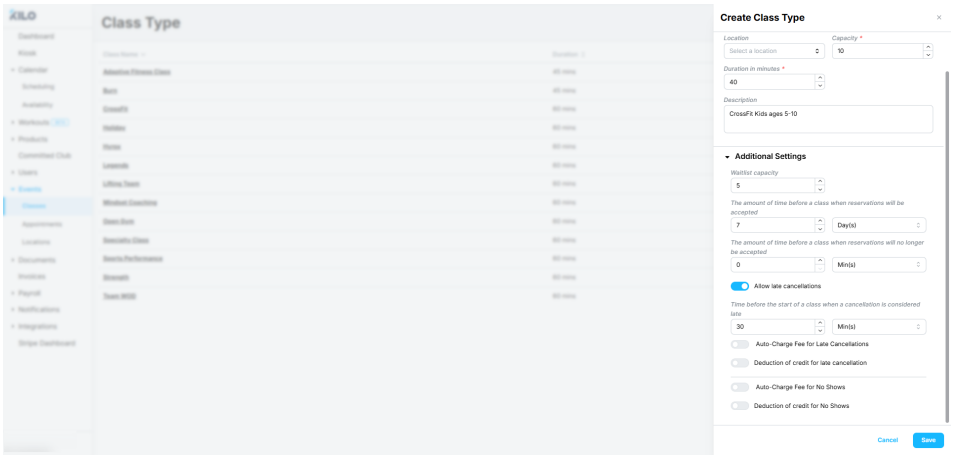
8. Choose the class duration.

9. Enter a description. This step is optional and will be displayed on the Sales Portal.



10. Adjust **Additional Settings** if this class needs different rules from your account defaults.

11. Review your entries and save the class type.



Note

Additional Settings override your account-level reservation window, cancellation window, and waitlist capacity for this class only. If your account allows five athletes on a waitlist but this class runs in a smaller space, you can drop it to three here without changing the setting for everything else.

How do I add an appointment type?

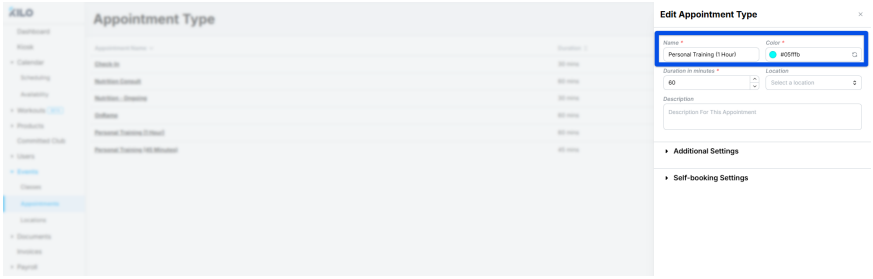
1. Click **Events** in the left menu.

2. Select **Appointments**.

3. Click **+ Appointment Type** in the upper right.

4. Enter the **Name**, for example, Personal Training (60).

5. Set a **Color** to represent the appointment on the calendar.



6. Enter the **Duration in minutes**.

7. Choose a **Location**. This step is optional.

8. Enter a **Description**. This step is optional.
9. Open **Additional Settings** if this appointment needs different rules from your account defaults.
10. Open **Self-booking Settings** if athletes should be able to book this appointment type themselves.
11. Review your entries and click **Save**.

Tip

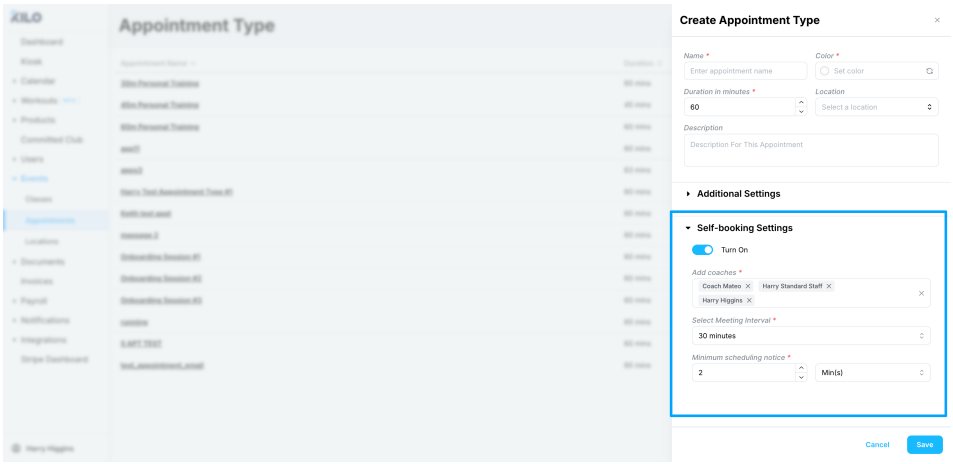
Create a separate appointment type for each duration of the same training style. Personal Training (30) and Personal Training (60) are two types, not one type with two lengths, because duration is set on the type itself.

Additional Settings on an appointment type cover cancellation windows, fees, and credit deductions. A Foundations course is the usual example: you might want late cancel and no show fees to apply while still leaving the athlete's credits intact, which means turning both credit deduction toggles off.

Self-booking Settings control whether athletes can book this appointment type themselves in the Kilo Members app. Turning on the toggle opens three more settings: the coaches athletes can book with, the meeting interval, and the minimum scheduling notice. All three affect what athletes see, so they are worth understanding before you switch it on.

Note

Self-booking will not work without at least one coach assigned to the appointment type. For what each setting does and what athletes see, read Set Up Self-Booking for Appointments in Kilo GMS.



Frequently asked questions

What is the difference between a class and an appointment?

Classes are group sessions athletes book a place in. Appointments are individual or small group sessions, which staff can schedule or athletes can book themselves in the Kilo Members app. Classes carry capacity and a waitlist; appointments are set up per duration and are typically used for private and semi-private training.

Why do I need a separate appointment type for each length?

Because duration is a property of the type, not of the individual session. Offering 30 and 60 minute personal training means creating Personal Training (30) and Personal Training (60) as two types.

How do athletes book an appointment themselves?

Turn on Self-booking Settings for that appointment type. You also need at least one coach assigned to it, since athletes book against coach availability. Self-booking is off until you turn it on, so nothing changes for athletes until you do.

Do I have to choose a location?

No. If your gym runs from a single space, you can leave the location blank, or select your main floor. Locations matter most when you schedule into several spaces and need to see what is occupied.

Can I use different reservation rules for just one class?

Yes, through Additional Settings on that class type. Reservation windows, cancellation windows, and waitlist capacity can all be set for a single type without changing your account-level defaults.

I changed Additional Settings. Do sessions already on the calendar update?

No. Changes apply to sessions scheduled from that point forward. Sessions already booked keep the rules they were created with, so anything already on the calendar has to be edited directly if you need the new rules to apply to it.

Can I change a class type after athletes have booked into it?

You can change the type, but existing sessions keep their original settings. Edit those sessions on the calendar if the change needs to reach athletes who have already reserved.

Helpful tips

- Set up your locations before your event types, so a location is there to select
- Name types the way your athletes will recognize them on the calendar
- Use one color per offering, so a week at a glance is readable
- Change **Additional Settings** on a single type rather than moving your account defaults for one exception
- Check the calendar for existing bookings after changing a type's settings, since those sessions keep the old rules

---

When this is most helpful

- Setting up your schedule for the first time
- Launching a new program that needs its own booking rules
- Offering the same training at more than one length
- Running a course where fees apply but credits should not be deducted
- Limiting the waitlist on a class that runs in a smaller space

If you have questions about class and appointment types in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- Gym Management