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# Add Athlete Membership Packages

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Assigning a membership package gives an athlete access to your classes and appointments and puts them on a billing schedule. This article covers assigning a package and billing plan, setting the dates and renewal behavior, and choosing how payments are collected.

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## What you can do when adding a package

- Assign a membership package and billing plan to an athlete
  - Set the start date and bill date for that athlete
  - Set membership status, end status, and auto-renew behavior
  - Choose between automatic card payments and manual cash or check collection
  - Apply a discount code
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## Step 1: Open your athlete list

From the main navigation bar, select the **Users** drop-down and click **Athletes**.

Here, you can see at a glance which active packages are applied to each athlete.

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## Step 2: Select the athlete

Click on the athlete you're updating. On the first page of their profile, you'll see an **Active Packages** section with a **+ Package** button.

Click **+ Package** to start assigning a new membership.

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## Step 3: Choose the package

When the package selector opens:

1. Search for or browse to the package you want to apply.
2. Select it.

For example: if you're setting up a new client with On-Ramp, you'd choose your On-Ramp package.

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## Step 4: Pick the billing plan

Once you've selected a package, the available billing plans will appear on the right.

Choose the billing plan you've agreed on with the athlete.

Kilo will show you the exact billing schedule for the plan you've chosen, including start dates, amounts, and payment frequency.

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## Step 5: Review and adjust package details

On the left side, you can customize package details specific to this athlete:

- **Start Date & Bill Date:** set these to the dates you've agreed with the athlete. The start date controls when their access begins, and the bill date controls when their billing runs.
  - **Membership Status:** by default, the package settings will apply (e.g. counted as a Member). You can override this here if necessary.
  - **End Status:** choose what happens when the package ends (e.g. stay as a Member, switch to Alumni, or no change).
  - **Auto-Renew:** turn this on if the package should roll into ongoing billing, or off for fixed-term packages like On-Ramp.
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## Step 6: Configure payment settings

Decide how payments will be collected:

- **Auto-Pay ON:** use this if you're charging the athlete via card on file. The system will automatically process payments as scheduled.
- **Auto-Pay OFF:** required if collecting via cash or check. Kilo will prompt you to manually collect payments.
- Add a **discount** if you've configured an applicable code.

Note

Auto-Pay and manual payments are mutually exclusive. If you set the payment method to cash/check, Auto-Pay will default to off.

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## Step 7: Save the package

Once you've confirmed all settings, click **Save**. The package will appear under **Active Packages** on the athlete's profile, showing start date, end date, and renewal status.

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## Frequently asked questions

### What happens if I set the bill date to a past date?

**Kilo will calculate the billing schedule from the date you set, which can generate a charge sooner than you expect.** Check the billing schedule Kilo displays before you save, and adjust the bill date if the first charge is not when you intended.

### Can I change the dates after saving?

**Some package details can be edited from the athlete's profile after saving, though changes to billing may affect an already scheduled charge.** Review the billing schedule after any edit, and email [hello@usekilo.com](mailto:hello@usekilo.com) if a charge has already run and needs correcting.

### Do I need a payment method on file before adding a package?

**Not to assign the package, but Auto-Pay needs a card on file to charge successfully.** If the athlete has not added a payment method yet, they can add one themselves. See [Add a Payment Method](#).

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## Helpful tips

- Check the billing schedule Kilo shows you before saving, since it is the clearest confirmation that your dates are right.
  - Turn Auto-Renew off for fixed-term packages like On-Ramp so they do not roll into ongoing billing.
  - Set Auto-Pay to off for any athlete paying by cash or check, so Kilo prompts you to collect manually.
  - If you are moving an existing member base over from another gym management system, see [Recreate Memberships in Kilo When Switching Systems](#) for the order to work in and how to avoid double charges.
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If you have questions about adding athlete membership packages in Kilo Gym Management, our Support team is happy to help. Reach us at **[hello@usekilo.com](mailto:hello@usekilo.com)**.

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