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## Cancel or Remove an Athlete's Package

Laura Gibson - 2026-09-11 - [Packages & Memberships](#)

When an athlete is leaving, you end their package so it stops renewing and stops charging. Kilo GMS gives you two separate actions for this. **Cancel Package** ends a membership and keeps the record of it. **Remove Package** deletes the package from the profile entirely. Athletes can also cancel their own packages if you enable that on the package.

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### What you can do

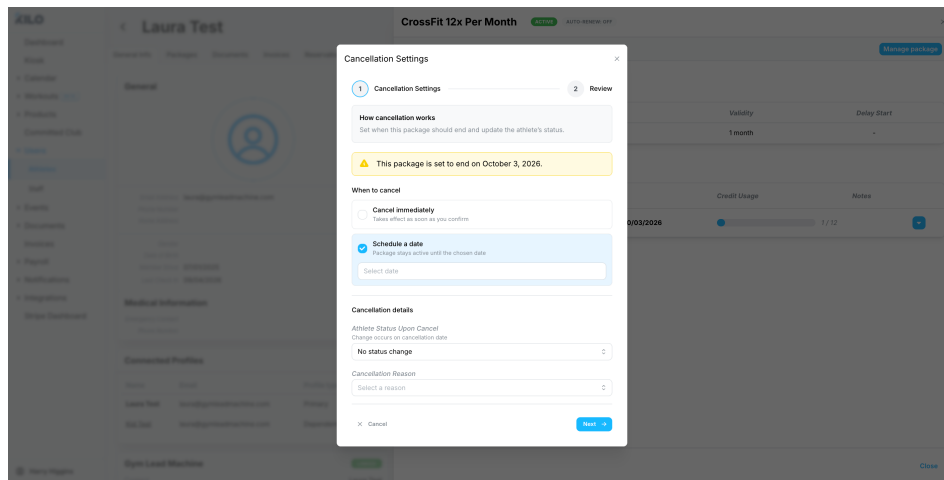
- Cancel a package now or schedule the cancellation for a future date
  - Stop future renewals while letting the current cycle run its course
  - Update the athlete's status as part of the cancellation
  - Record a cancellation reason
  - Keep or delete the athlete's upcoming reservations
  - Delete a package outright when it should never have existed
  - Let athletes cancel their own packages
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### Cancel a package

Use this when an athlete is ending a package without replacing it. If they are switching to a different package, change it instead.

1. Go to the athlete's profile.
2. Open the package from **Active Packages** on General Info, or from the **Packages** tab.
3. Click **Manage package**, then select **Cancel Package** under Package Changes.
4. Set the end date. Cancel now to end it immediately, or pick a future date, including the package's normal end date if you only want to stop it renewing.
5. Choose the athlete's status after cancellation. **Alumni** for someone leaving the gym, **No status change** for someone switching memberships, or any other status such as trial, visitor, or prospect.
6. Enter a cancellation reason.

7. Choose whether to keep or delete upcoming reservations.
8. Review and confirm.



**Cancelling now** removes the package from the Active Packages list immediately, along with any future instances of it.

**Scheduling a cancellation** leaves the package on the Active list until that date. Future renewals and their upcoming invoices are removed, and the athlete keeps access until the date arrives.

**Reservations.** Keeping them uncredits any credited reservations and leaves everything on the schedule. Deleting them removes every upcoming reservation permanently. If there are none, the step is skipped.

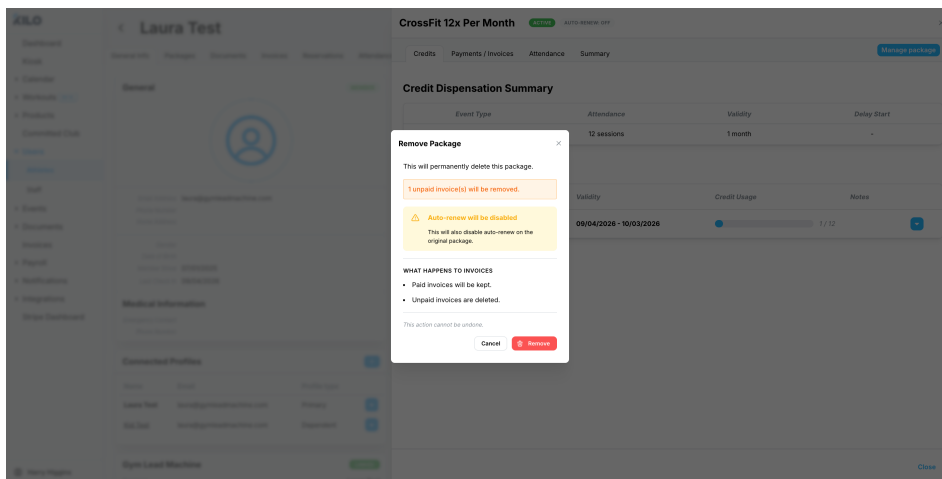
**Rollover credits** stay accessible after a cancellation, whatever the rollover period is set to.

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## Remove a package

Removing deletes the package from the athlete's profile. This is the right action when a package was added by mistake, not when a membership is ending.

1. Open the package on the athlete's profile.
2. Click **Manage package**, then select **Remove Package**.
3. Read the confirmation, then click **Remove**.



The confirmation tells you three things:

- **Auto-renew will be disabled** on the original package.
- **Paid invoices are kept** for your records.
- **Unpaid invoices are deleted.**

#### Warning

Removing a package cannot be undone. Unpaid invoices attached to it are deleted along with it. If the athlete's membership is genuinely ending and you want the history, cancel the package instead.

## Cancel vs. remove: which should you use?

| Situation                                                    | Action                              |
|--------------------------------------------------------------|-------------------------------------|
| The athlete is leaving your gym                              | Cancel Package                      |
| You want to stop a renewal but keep access through the cycle | Cancel Package with a future date   |
| The package was added to the wrong athlete                   | Remove Package                      |
| A duplicate package was created by mistake                   | Remove Package                      |
| You want the cancellation to show in retention reporting     | Cancel Package                      |
| The athlete is switching to a different package              | Neither, change the package instead |

## When Auto Renew turns off automatically

Kilo GMS turns Auto Renew off on its own in several situations, so a package cannot renew into one you just ended.

| Action                                    | What gets turned off              |
|-------------------------------------------|-----------------------------------|
| Change Package, either timing path        | Auto Renew on the current package |
| Cancel Package on an upcoming package     | Auto Renew on the active package  |
| Remove Package on an upcoming package     | Auto Renew on the active package  |
| Disable Auto Renew on an upcoming package | Auto Renew on the active package  |

You always see this confirmed before anything is applied.

## Let athletes cancel their own packages

**Allow Athlete Click-to-Cancel in the Athlete App** is a per-package setting that lets athletes cancel without contacting your team. It supports compliance with federal and state rules requiring an accessible way to cancel a recurring membership.

To turn it on, open the package for editing and set **Allow Athlete Click-to-Cancel in the Athlete App** to On. Athletes can then cancel from the Packages tab in the Kilo app, provided the package is visible on the Sales Portal or has Auto Renew on.

When an athlete cancels this way:

- Their remaining package credits stay available until the package ends
- Auto Renew on the next package is turned off
- The package status becomes **Active/Canceling** with the new end date
- You keep full records of the cancellation

### Tip

Set up a Flow using the **package canceled** trigger before you turn this on. It notifies your team the moment a self-service cancellation happens, so nobody finds out from a report a week later.

Kilo GMS is built to support compliance, and you are responsible for meeting the rules in your own state. Review your state's guidelines on consumer cancellation rights for auto-renewing memberships before deciding whether to enable this.

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## Package statuses and finding cancelled packages

In the **Packages** tab, each package shows one of these:

- **Active**, currently in effect
- **Upcoming**, scheduled to begin
- **Hold**, paused
- **Canceling**, set to cancel early

**Canceling** appears as a secondary status alongside Active or Upcoming, and also in the Current Packages column on General Info.

The profile shows both the **cancellation date**, when the package was cancelled, and the **package end date**, when access stops. The cancellation date helps with billing questions; the end date tells you when access actually ends. Both appear on the Summary page, and early cancellation notes appear on the Dispensation view.

To find packages that are no longer active:

1. Open the **Packages** tab.
2. Open the status filter, which defaults to Active and Upcoming.
3. Select **Ended**, **Cancelled**, or both.

**Ended** means a package without Auto Renew finished its validity period. **Cancelled** means a package that would normally have renewed was stopped early. Click any of them to see start and end dates, the invoices raised while it was active, and the credit dispensation across its validity period.

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## Frequently asked questions

### What is the difference between cancelling and removing a package?

**Cancelling ends a membership and keeps the record; removing deletes the package from the profile.** Cancel when someone is leaving, so the history and your reporting stay intact. Remove when the package should never have been there.

### What happens to the athlete's credits when I cancel?

**They keep access to their active package credits until the package ends.** Rollover credits also stay accessible after cancellation, whatever the rollover period is. Only future renewals and their upcoming invoices are removed.

### Can I stop a package renewing without cutting off access?

**Yes. Schedule the cancellation for the package's normal end date.** The athlete keeps access through the cycle they paid for, and no renewal is created.

### Will paid invoices be deleted if I remove a package?

**No. Paid invoices are always kept.** Only unpaid invoices are deleted with the package.

### What does the Canceling status mean?

**The package is set to cancel early but is still in effect.** It sits alongside Active or Upcoming as a secondary status. The athlete keeps access until the end date and no renewal will happen.

### What is the difference between an Ended package and a Cancelled one?

**Ended packages ran their full course; cancelled packages were stopped early.** A package without Auto Renew that reaches the end of its validity shows as Ended. One that would have renewed but was stopped shows as Cancelled.

### How do I let members cancel their own memberships?

**Turn on Allow Athlete Click-to-Cancel in the Athlete App on the package.** Athletes then cancel from the Packages tab in the Kilo app, keep access to the end of the cycle, and Auto Renew is turned off.

### How do I get notified when an athlete cancels?

**Create a Flow using the package canceled trigger.** Notifications can go to staff or to athletes.

### Should I change the athlete's status when I cancel?

**It depends on whether they are leaving or switching.** Alumni for someone departing, No status change for someone moving to a different package. Any other status in Kilo GMS is available too.

### Why did Auto Renew turn itself off on a different package?

**Cancelling or removing an upcoming package turns off Auto Renew on the active one.** Otherwise the active package would immediately generate a replacement for the one you just ended.

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## Helpful tips

- Schedule the cancellation rather than cancelling now when the athlete has paid through the end of the cycle. They keep what they bought.

- Record a reason every time. It makes billing questions and win-back conversations far easier months later.
- Cancel rather than remove whenever a real membership is ending. Removing destroys the history your reports depend on.
- Set up the package canceled Flow before enabling Click to Cancel, so nobody is caught out by a self-service cancellation.
- Check your state's cancellation requirements before deciding whether to enable Click to Cancel.
- Use the status filter to audit Cancelled and Ended packages when you are reconciling membership or billing reports.

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If you have questions about cancelling or removing athlete packages in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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