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Cancel a Membership Package: Methods, Settings, and Statuses

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When an athlete is leaving your gym or switching to a different membership, you'll need to cancel their current **Package** to prevent future renewals and charges. Kilo GMS gives you two ways to handle cancellations: staff can cancel a package directly from the athlete's profile, or you can enable **Click to Cancel** so athletes can cancel on their own through the Athlete App. This article covers both methods, the package statuses you'll see along the way, and how to review canceled packages afterward.

What You Can Do with Package Cancellation

- Cancel an athlete's package immediately or schedule the cancellation for a future date
- Prevent future renewals while letting the current billing cycle run its course
- Update the athlete's status (such as Alumni) as part of the cancellation
- Record a cancellation reason for your records
- Allow athletes to cancel their own packages through the Athlete App with Click to Cancel
- Track canceling, canceled, and ended packages from the athlete's profile

How to Cancel a Package as Staff

1. Search for the athlete in the **Athlete** list and click to open their profile.
2. Under **Active Packages** in **General Info**, or in the **Packages** tab, click the name of the package you want to cancel.
3. When the sidebar editor appears, click **Cancel Package Early**.
4. In the cancellation pop-up, choose one of two options:
 - **Cancel Now** to end the package immediately
 - **Pick a cancellation date** to schedule the cancellation for a future date, including the package's normal end date to simply prevent renewal
5. Choose whether to update the athlete's status:

- **Alumni** if the athlete is leaving your gym entirely
 - **No status change** if the athlete is just switching memberships
 - Any other athlete status in Kilo GMS (such as non-payment member, trial, visitor, or prospect)
6. Enter a cancellation reason if relevant.
 7. Save your changes.

What happens after you cancel

If you choose Cancel Now: The package immediately disappears from the Active Packages list, along with any future instances of the package.

If you choose a future cancellation date: The package stays on the Active list until that date, but future renewals and their upcoming invoices are removed. The athlete keeps access until the cancellation date arrives.

How to Enable Click to Cancel for Athletes

Click to Cancel lets athletes cancel a package themselves through the Athlete App. This feature helps gym owners comply with federal and state regulations that require an easy, accessible way for customers to cancel recurring memberships.

Important: Kilo GMS is designed to support compliance, but gym owners are ultimately responsible for meeting the specific legal requirements in their state. We recommend reviewing your state's guidelines for consumer cancellation rights, especially for auto-renewing memberships.

To turn on Click to Cancel

1. When setting up or editing a package, locate the **Allow Athlete Click-to-Cancel in the Athlete App** setting.
2. Toggle the setting **on**.

How athletes cancel through the app

1. If the package is visible on the Sales Portal or has Auto Renew turned on, the athlete goes to the **Packages** tab in the Athlete App.
2. The athlete clicks into the package and selects **Cancel Package**.
3. The athlete confirms the cancellation and receives the confirmation message "Package has been successfully canceled."

What happens after an athlete cancels

- The athlete's remaining package credits stay available until the package ends
- Auto Renew for the next (upcoming) package is turned off
- The package status updates to **Active/Canceling** with the new end date
- You keep full visibility and records of the cancellation for reference and reporting

Tip: To get notified when an athlete cancels a package, create a Flow using the **package canceled** trigger. The notification can be sent to staff or athletes.

Cancel Now vs. Scheduled Cancellation vs. Click to Cancel

	Cancel Now	Scheduled Cancellation	Click to Cancel
Who initiates	Staff	Staff	Athlete
When access ends	Immediately	On the cancellation date	At the end of the current cycle
Future renewals	Removed	Removed	Auto Renew turned off
Package status	Removed from Active list	Active until cancellation date	Active/Canceling until end date
Best for	Immediate departures, billing corrections	End-of-cycle departures, preventing renewal	Self-service cancellations, regulatory compliance

Understanding Package Statuses

In the **Packages** tab of an athlete's profile, packages display one of the following statuses:

- **Active:** the package is currently in effect
- **Upcoming:** the package is scheduled to begin
- **Hold:** the package is paused
- **Canceling:** the package is set to cancel early

When an Active or Upcoming package is set to cancel early, the secondary **Canceling** status appears next to the primary status. The Canceling status also appears in the **Current Packages** column under the **General Info** tab.

Cancellation date and end date

The athlete's account displays both the **cancellation date** (when the package was canceled) and the **package end date** (when access stops). The cancellation date is helpful for tracking changes or resolving billing questions, and the end date tells you exactly when the athlete's access ends. The Summary page displays these key package dates, and early cancellation notes appear on the Dispensation view.

Rollover credits

Rollover Credits remain accessible after a package is canceled, regardless of the rollover credit period (whether it never ends or is limited to a specific number of weeks).

Viewing Canceled and Ended Packages

1. In the athlete's profile, click the **Packages** tab.
2. Open the package status filter (the default view shows Active and Upcoming).
3. Select **Ended**, **Cancelled**, or both.

Understanding the difference:

- **Ended** means a package without Auto Renew finished at the end of its validity period
- **Cancelled** means a package that would normally Auto Renew was canceled early

Click the name of any canceled or ended package to see its start and end dates, the invoices associated with it while active, and the credit dispensation during its validity period.

Frequently Asked Questions

What happens to an athlete's credits when their package is canceled?

The athlete keeps access to their active package credits until the package ends. Rollover Credits also remain accessible after cancellation, regardless of the rollover credit period. Only future renewals and their upcoming invoices are removed.

Can I cancel a package without ending it immediately?

Yes. Choose a future cancellation date instead of Cancel Now. The package stays active until that date, the athlete keeps access, and future renewals are removed. You can pick the package's normal end date if you just want to stop it from renewing.

How do I let members cancel their own memberships?

Enable the Allow Athlete Click-to-Cancel in the Athlete App setting on the package. Athletes can then cancel directly from the Packages tab in the Athlete App. They'll confirm the cancellation, keep access until the end of the current cycle, and Auto Renew will be turned off.

What does the Canceling status mean on a package?

Canceling means the package is set to cancel early but is still in effect. It appears as a secondary status next to Active or Upcoming. The athlete keeps access until the package end date, and no future renewals will occur.

What's the difference between an Ended package and a Cancelled package?

Ended packages ran their full course; Cancelled packages were stopped early. A package without Auto Renew that finishes its validity period shows as Ended. A package that would normally renew but was canceled early shows as Cancelled.

How do I get notified when an athlete cancels their package?

Create a Flow using the package canceled trigger. The notification can be sent to staff members or athletes, so your team knows right away when a self-service cancellation happens.

Should I change the athlete's status when I cancel their package?

It depends on whether they're leaving your gym or just switching memberships. Choose Alumni if the athlete is departing entirely, or No status change if they're moving to a different package. You can also select any other athlete status, such as trial or prospect.

Helpful Tips

- Use a scheduled cancellation date rather than Cancel Now when the athlete has paid through the end of the cycle, so they keep the access they've paid for
- Record a cancellation reason each time; it makes billing questions and win-back conversations much easier later
- Set up a Flow with the package canceled trigger before enabling Click to Cancel, so staff are never

surprised by a self-service cancellation

- Review your state's consumer cancellation requirements before deciding whether to enable Click to Cancel
- Use the package status filter to audit Cancelled and Ended packages when reconciling billing or membership reports

When This Feature Is Most Helpful

- **An athlete is leaving your gym:** cancel their package, set their status to Alumni, and record the reason in one step
- **An athlete is switching memberships:** cancel the current package with no status change, then apply the new package
- **You need to stop a renewal without cutting off access:** schedule the cancellation for the package's normal end date
- **Your gym needs to comply with cancellation regulations:** enable Click to Cancel so athletes have a simple, self-service way to cancel
- **You're resolving a billing question:** use the cancellation date, end date, and invoice history on canceled packages to see exactly what happened and when

If you have questions about canceling membership packages in Kilo GMS, our Support team is happy to help. Reach us at hello@usekilo.com.