Cancel Your Package in the Kilo App

Laura Gibson - 2026-10-06 - Packages & Payments

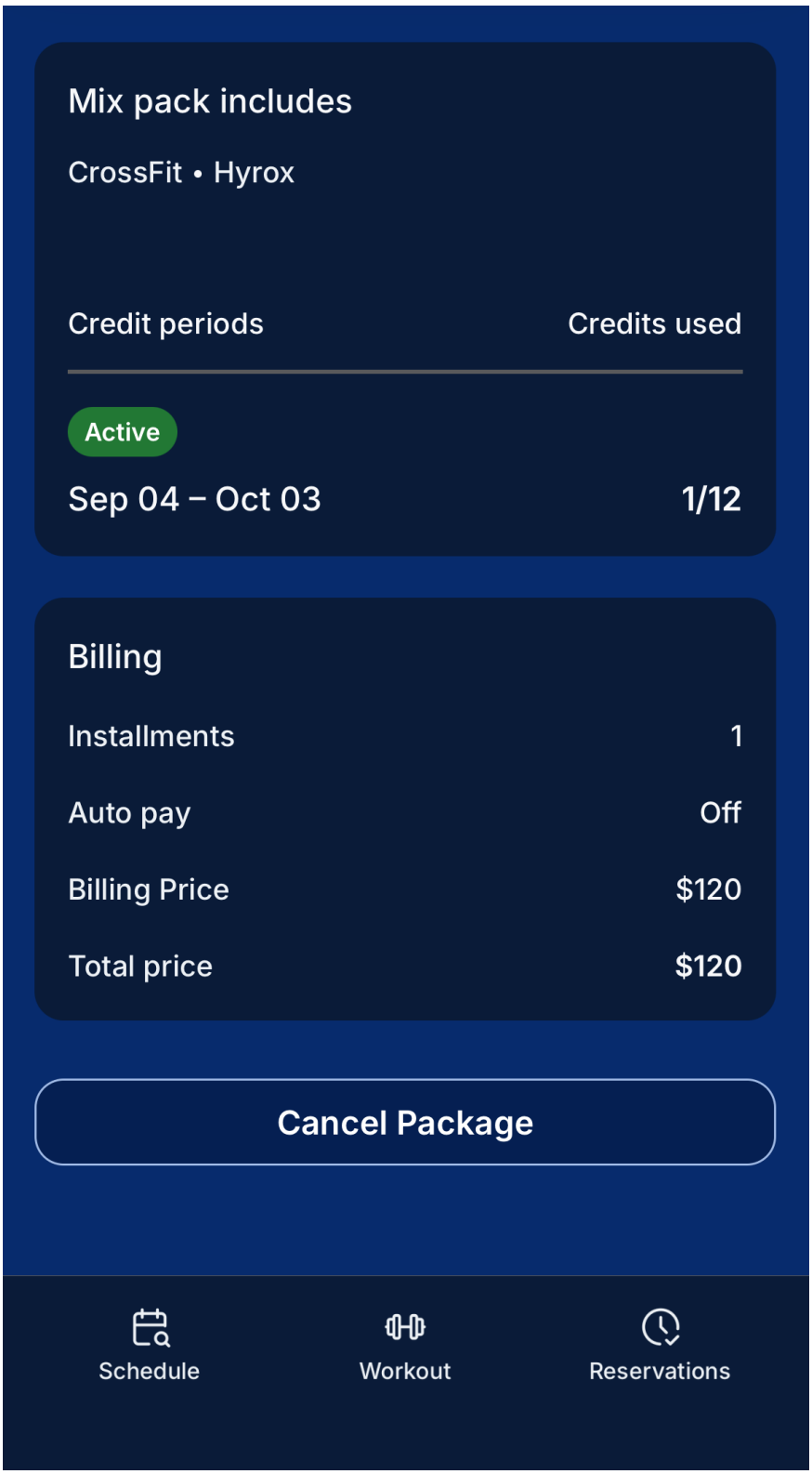
If your gym offers it, you can **cancel a package yourself in the Kilo app**. You keep using the package until its end date, so cancelling does not cut off access you have already paid for. It stops the package renewing for another cycle.

What you can do

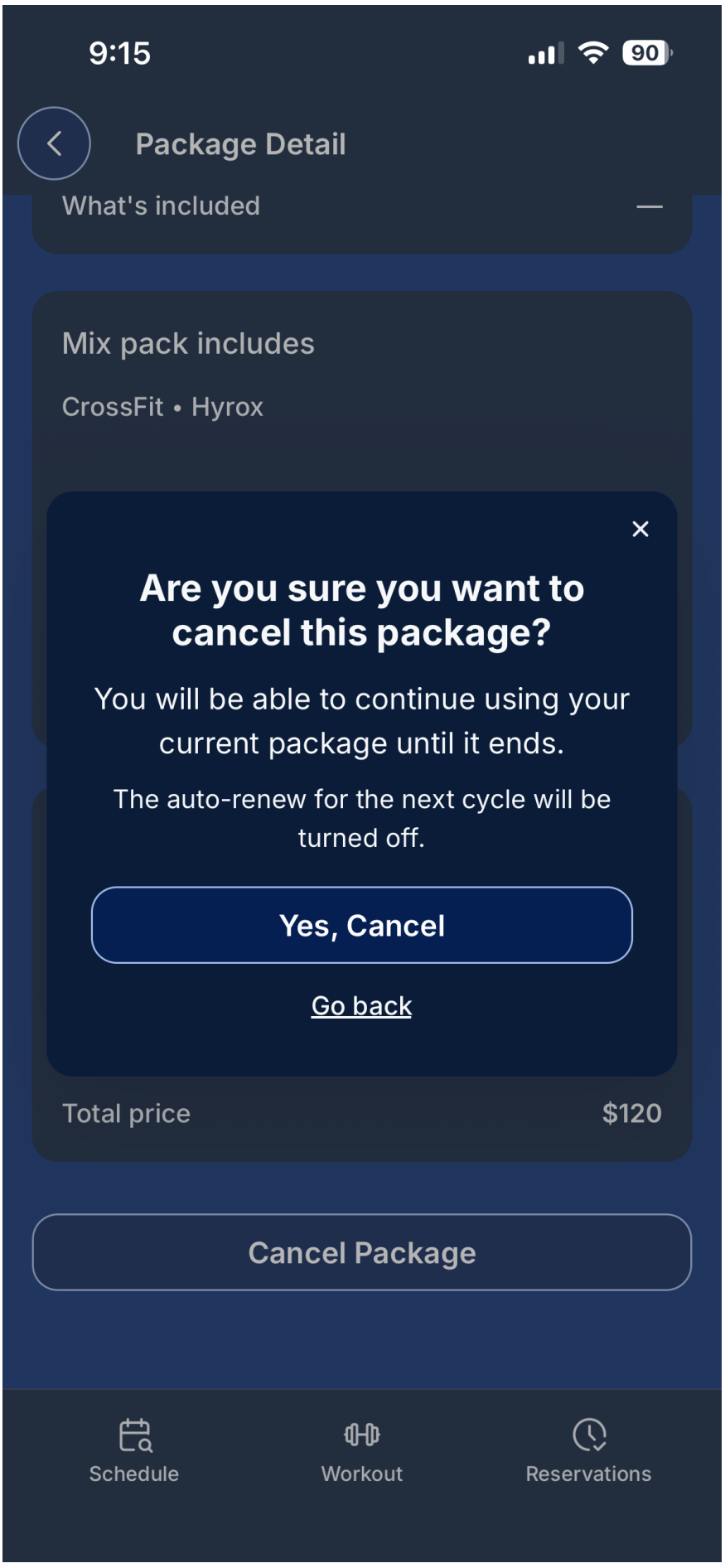
- Cancel a package from your phone, at any time
- Keep using the package until its end date
- Stop your membership renewing for another cycle
- Check your remaining credits before you decide

Cancel your package

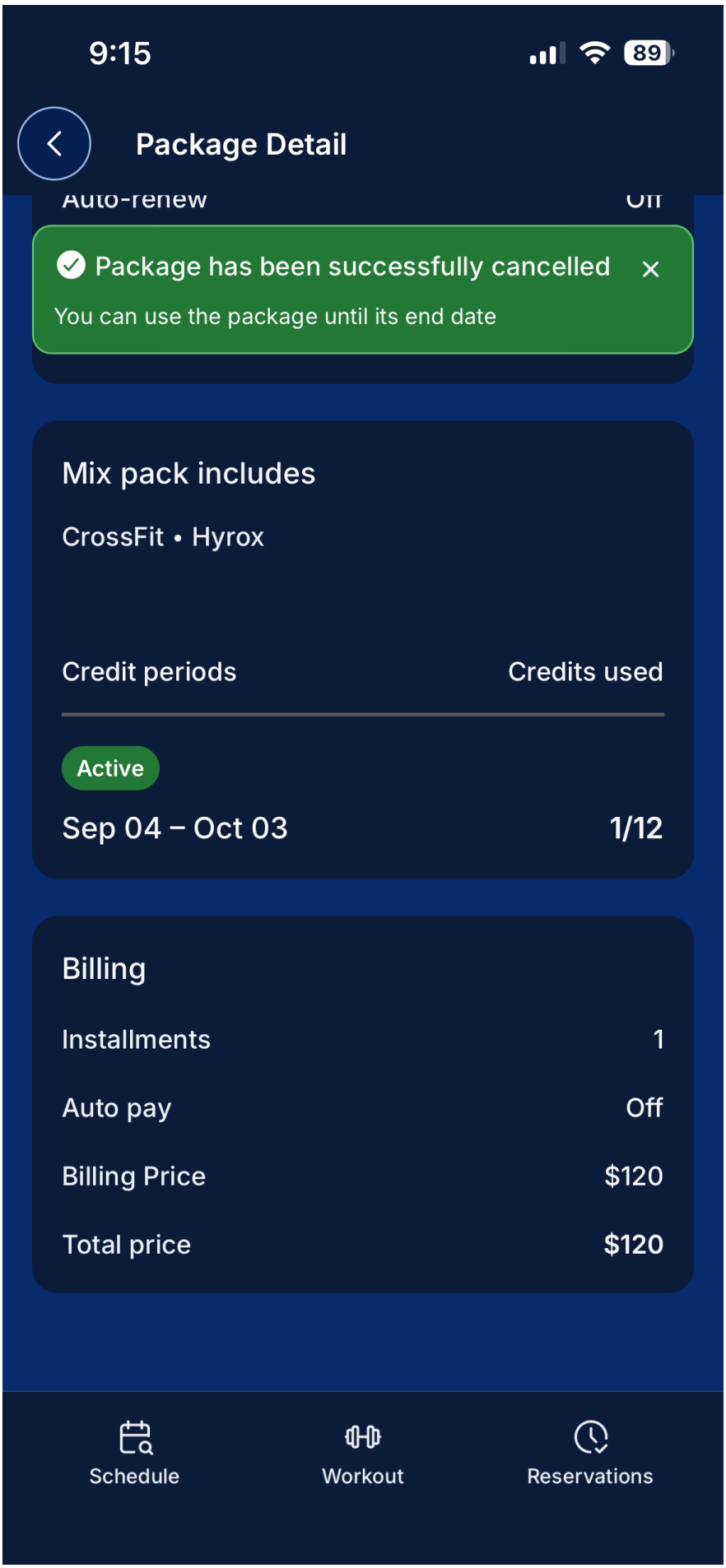
1. Open the Kilo app and tap **Account**.
2. Under **Packages**, tap **My Packages**.
3. On the **Current** tab, tap the package you want to cancel.
4. Scroll to the bottom of **Package Detail** and tap **Cancel Package**.



5. Read the confirmation, then tap **Yes, Cancel**. Tap **Go back** if you change your mind.


9:15
90
Package Detail
What's included
Mix pack includes
CrossFit • Hyrox
Are you sure you want to cancel this package?
You will be able to continue using your current package until it ends.
The auto-renew for the next cycle will be turned off.
Yes, Cancel
Go back
Total price
$120
Cancel Package
Schedule
Workout
Reservations

A green message confirms the package has been cancelled and that you can use it until its end date.


9:15
89
Package Detail
Auto-renew
Off
Package has been successfully cancelled
You can use the package until its end date
Mix pack includes
CrossFit • Hyrox
Credit periods
Credits used
Active
Sep 04 – Oct 03
1/12
Billing
Installments
1
Auto pay
Off
Billing Price
$120
Total price
$120
Schedule
Workout
Reservations

Note

If there is no **Cancel Package** button at the bottom of the Package Detail screen, self-service cancellation is not available on that package. Contact your gym administrator and they can cancel it for you.

What happens after you cancel

- **You keep using the package until its end date.** The date range is shown on the package in **My Packages**.
- **Auto-renew switches to Off**, which you can see in the **Billing** section of Package Detail. No new cycle is created after this one.
- **The package still shows as Active** until its end date, because you still have access to it.

Frequently asked questions

Will I lose the sessions I already paid for?

No. You can keep booking and attending until the package reaches its end date. To see what you have left, go to **Account → Credits**.

When does my access actually end?

On the package's end date. Open **Account → Packages → My Packages** and the date range appears under the package name.

There is no Cancel Package button. What now?

Self-service cancellation is not available on every package. Contact your gym administrator and they can cancel it for you.

Will I be charged again?

Auto-renew is turned off, so no new cycle is created after this one. If you have a question about a specific invoice or payment, your gym administrator can go through it with you.

Can I undo a cancellation?

Contact your gym administrator. They manage your packages and can help if you cancelled something by mistake.

Where do my cancelled packages go?

They stay under the Current tab until their end date, then move to Past. Open **My Packages** and tap **Past** to see packages that have finished.

Can I rejoin later?

Yes. Speak to your gym administrator when you are ready to come back, and they can set you up again.

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
- Gym Management