Enable Calendar Invitations for Reservations in Kilo GMS

Laura Gibson - 2026-11-11 - Calendar & Scheduling

When an athlete reserves a class or books an appointment, Kilo GMS can send a **confirmation email** that carries a calendar invitation. Athletes add the class or appointment to their own calendar straight from that email, which helps them remember what they have booked and often means fewer late cancellations and no-shows for you.

Calendar invitations are sent by two Automation Flows. If those flows are off, no confirmation email goes out and no calendar invitation reaches your athletes.

What you can do

- Send calendar invitations automatically with reservation and appointment confirmations
- Let athletes add classes to Google, Outlook, or Yahoo calendars
- Give athletes a calendar reminder without asking them to connect anything
- Turn invitations off by disabling the flows that send them

Turn on the Automation Flows that send calendar invitations

Two flows send the confirmation emails that carry the calendar invitation. Both need to be enabled.

- **Athlete Reservation Added to Class**, which covers class reservations
- **Appointment Created (Single)**, which covers individual appointments

With both enabled, every individual reservation and appointment produces a confirmation email containing the calendar event.

Note

If athletes report that they are not receiving calendar invitations, check these two flows first. A disabled flow means no confirmation email at all, not just a missing calendar attachment.

This is not a calendar integration

Athletes do not connect or link their calendars to Kilo, and there is nothing for you to configure beyond the two flows.

The confirmation email carries a small calendar file that tells the athlete's email provider the message contains

an event. This is the same mechanism behind airline, ticketing, and appointment confirmations. Depending on the athlete's provider and settings, their calendar either creates the event automatically or offers a one-tap option to add it.

Because it works through the email rather than through an account connection, you cannot see or manage what an athlete has added to their personal calendar.

Bulk reservations do not create calendar events

Calendar events are only created for individual reservations. When many classes are booked at once, calendar invitations are deliberately left out so athletes' calendars are not flooded with dozens of entries.

This is expected behavior, not a fault. If an athlete asks why a bulk booking produced no calendar events, this is why.

What athletes experience

Athletes receive the confirmation email and either see the event appear in their calendar automatically, or add it themselves using the calendar icon in the email. Gmail accounts sometimes need a Google Calendar setting turned on before events appear automatically.

For the athlete walkthrough, see Add Your Classes and Appointments to Your Calendar.

Frequently asked questions

My athletes are not receiving calendar invitations. What should I check?

Check that both Automation Flows are enabled: Athlete Reservation Added to Class and Appointment Created (Single). If either is off, the confirmation email that carries the calendar invitation is not sent. If the flows are on and athletes still report nothing, have them check their spam folder and confirm the email address on their account.

Do athletes need to connect their calendar to Kilo?

No. There is no integration and nothing for athletes to link. The calendar invitation travels inside the confirmation email, so it works with whatever calendar the athlete already uses.

Why did a bulk reservation not create calendar events?

Calendar events are only created for individual reservations. Bulk bookings deliberately skip calendar invitations so athletes are not left with dozens of entries appearing at once.

Which calendar providers does this work with?

Google Calendar, Outlook Calendar, and Yahoo Calendar are the options offered in the confirmation email.

An athlete says the event used to appear automatically and now does not. What changed?

This is usually a change on the athlete's side rather than yours. Whether an event is added automatically depends on the athlete's email provider and their settings. Gmail in particular has a setting controlling whether events from Gmail are added to the calendar. Athletes can always add the event manually from the email instead.

Can I see which athletes added a class to their calendar?

No. Because this works through the confirmation email rather than an account connection, what an athlete does with the invitation happens entirely on their side.

Helpful tips

- Check both flows are enabled before troubleshooting anything else when athletes report missing invitations
- Point athletes to the athlete article rather than walking them through email settings yourself
- Expect no calendar events from bulk reservations, and tell athletes who book in bulk what to expect
- Remember that canceling a reservation does not remove an event from an athlete's personal calendar

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When calendar invitations are most helpful

- Reducing no-shows for classes booked well in advance
- Giving athletes a reminder for appointments booked days or weeks out
- Onboarding new athletes who are still building the habit of checking the app
- Running specialty programs where sessions fall outside an athlete's usual routine

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

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