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Limit Athletes to One Reservation per Day

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You can limit athletes to **one reservation per day** in Kilo GMS, with separate settings for classes and appointments. When a limit is on, an athlete who already holds a spot that day can't reserve a second one for themselves, so spots stay open for athletes who plan to attend and your rosters reflect who is actually coming.

What you can do with daily reservation limits

- Limit athletes to one class reservation per day
 - Limit athletes to one appointment per day
 - Turn each limit on or off independently
 - Keep waitlists accurate by counting waitlist spots toward the limit
 - Let athletes switch to a different time by canceling their first reservation
 - Add athletes to extra classes or appointments yourself whenever you need to
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How do I turn on the daily reservation limit?

Both limits are off by default. You'll find them in the **Reservation, Waitlist, and Cancellation Settings** card, with one toggle in the **Classes** section and one in the **Appointments** section.

1. Go to **Settings** → **Gym Settings**.
2. Find the **Reservation, Waitlist, and Cancellation Settings** card and click **Edit**.
3. To limit classes, turn on **Limit athletes to one class reservation per day** in the **Classes** section. It sits directly under **Disable athlete reservations if they have a past due bill**.

- To limit appointments, turn on **Limit athletes to one appointment per day**. It's the first row of the **Appointments** section.
- Click **Save**.

The limit applies to reservations athletes make from that point on. To turn a limit off, follow the same steps and turn the toggle off.

Note

Turning on a limit doesn't cancel any reservations athletes already hold. If an athlete has two classes reserved for tomorrow, both stay on the roster. The limit applies the next time they try to reserve.

What counts toward an athlete's one reservation per day?

Any active claim on a spot that day counts, including a waitlist spot. Anything the athlete has canceled or left doesn't count. Classes and appointments are counted separately, so one class and one appointment on the same day are always allowed.

Counts toward the limit

A reserved spot in a class or appointment
A spot on a class waitlist
A check-in that came from a reservation
A no-show

Doesn't count toward the limit

A reservation the athlete canceled, early or late
A waitlist the athlete left
A check-in with no reservation, such as a walk-in at the kiosk
Reservations at a different gym

A few details worth knowing:

- **A day is the calendar day the class or appointment starts, in your gym's time zone.** An 11:30 p.m. class and a 12:15 a.m. class the next morning fall on different days, so an athlete can reserve both.
- **Canceling frees the day right away.** There is no waiting period, so an athlete who picked the wrong time can cancel and reserve the right one immediately.
- **Late cancellations still follow your late-cancel rules.** Any fee or credit deduction you've set up still applies, and the athlete can then reserve another class that day.
- **Waitlist promotion is never blocked.** An athlete on a waitlist already counts for that day, so when a spot opens they move into the class as usual.

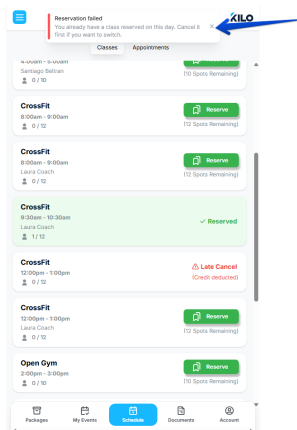
- **Two reservation attempts at the same moment**, such as taps on two devices, result in one reservation and one refusal. An athlete is never left holding two.

What do athletes see when a reservation is refused?

The reservation doesn't go through, and a message explains why and what to do next. It appears in the same place and style as other reasons a reservation can be refused, such as a full class.

Athletes see one of these messages, depending on what they tried to do:

- **Reserving a second class:** "You already have a class reserved on this day. Cancel it first if you want to switch."
- **Joining a waitlist:** "You already have a class reserved on this day. Cancel it first if you want to join this waitlist."
- **Booking a second appointment:** "You already have an appointment on this day. Cancel it first if you want to switch."



If an athlete holds the day through a waitlist spot, they see the same message. Leaving the waitlist frees the day, with no fee or late-cancel charge.

Frequently asked questions

Does the limit apply when staff add an athlete to a class?

No. Staff are never limited. You and your coaches can add an athlete to a second class or appointment on the same day from the roster, the calendar, the kiosk, or the athlete's profile. The limit only applies when athletes reserve for themselves.

Does the limit apply in the Kilo app?

Yes. The limit applies wherever athletes reserve for themselves, in the Kilo app and in the athlete portal at app.usekilo.com. An athlete who reaches the limit on one sees the same result on the other.

Can an athlete reserve a class and an appointment on the same day?

Yes. Classes and appointments are counted separately. With both limits on, an athlete can hold one class and one appointment on the same day, for example, a morning class and an afternoon personal training session.

Can I limit appointments but not classes, or the other way around?

Yes. The two toggles are independent. If you turn on only the appointments limit, athletes can still reserve as many classes per day as your other settings allow, and they can book only one appointment per day.

What happens to existing double reservations when I turn the limit on?

They stay in place. Turning on a limit doesn't cancel or clean up reservations that already exist. If you want to remove extra reservations, cancel them from the roster. The limit applies to every reservation athletes make after you save the setting.

If an athlete late-cancels, can they still reserve another class that day?

Yes. A late cancellation frees the day the same way an early cancellation does. Your late-cancel fee or credit deduction still applies as usual, and the athlete can then reserve a different class that day.

Does a waitlist spot count as a reservation?

Yes. A waitlist spot becomes a reservation automatically when a spot opens, so it counts toward the limit. An athlete on one class's waitlist can't reserve or waitlist another class that day until they leave the first waitlist. When a spot opens, their promotion into the class goes through normally.

Can athletes still walk in and check in without a reservation?

Yes. Check-ins at the kiosk or by staff without a reservation aren't blocked by the limit, and they don't count toward it. An athlete who walks in to the 6 a.m. class can still reserve a later class that day.

Can I allow two or three reservations per day instead of one?

No. The limit is always one per day. Each toggle turns a one-per-day limit on or off for classes or appointments.

Can I apply the limit to only some class types?

No. The limit applies to all classes, or all appointments, at your gym. There is no way to exempt a specific class type or appointment type.

Helpful tips

- Turn on only the limit you need. Many gyms limit classes and leave appointments open.
- Tell your athletes before you turn on a limit, especially if some of them regularly reserve more than one class a day.
- Review tomorrow's rosters after turning on the class limit, since existing double reservations aren't removed automatically.
- Add athletes to a second class yourself when there's a good reason, such as a coach-approved double session.
- The setting applies only to your gym. Reservations an athlete holds at another gym don't count.

When this feature is most helpful

- You run several sessions of the same program each morning or evening, and athletes reserve more than one to decide later

- Capped classes fill up while other athletes sit on waitlists for spots that go unused
- Last-minute cancellations are creating late-cancel disputes
- You or your front desk are canceling duplicate reservations by hand
- Your coaches need rosters that reflect who is actually coming

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

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