Manage the Class Waitlist in Kilo GMS

Sandy Tannheimer - 2026-11-09 - Calendar & Scheduling

Athletes who join the waitlist for a full class can set their own **cutoff date and time for automatic reservation**. If a spot opens before that cutoff, Kilo GMS reserves the athlete automatically, with no action needed. If no spot opens before the cutoff, the athlete is removed from the waitlist. Athletes can leave the waitlist at any time, and staff can see the full waitlist queue and act on it directly from the class calendar.

What you can do with the class waitlist

- Set a personal cutoff date and time when joining a full class's waitlist
- Get automatically reserved if a spot opens before that cutoff, with no action required
- Get automatically removed if no spot opens before the cutoff
- Leave the waitlist at any time, at no charge
- Edit a cutoff date and time after joining on the athlete portal
- View the waitlist queue, including each athlete's cutoff time and join date, from the class calendar
- Manually move an athlete to reserved or remove them from the waitlist
- Add an athlete to a waitlist directly as staff, even if they have no available credit
- Email athletes and coaches about waitlist outcomes when your gym has the waitlist flows switched on

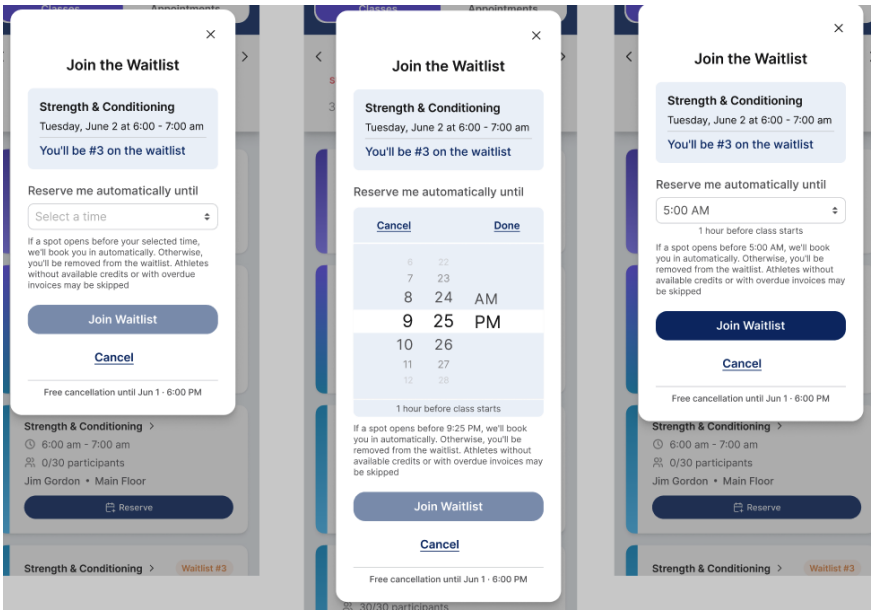
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How do athletes join a class waitlist and set a cutoff time?

Athletes join a waitlist themselves from the athlete portal at app.usekilo.com or from the Kilo Members app. Staff add athletes with **+ Add athlete**, covered in How do staff manage the waitlist queue? below.

1. Log in to the athlete App or portal at app.usekilo.com.
2. Find the full class on the schedule and click **Join Waitlist**.
3. In the **Join the Waitlist** window, note the queue position shown (for example, "You'll be #3 on the waitlist").
4. In the **Reserve me automatically until** selector, choose a cutoff date and time.

5. Click **Join Waitlist** to confirm. This button stays disabled until a cutoff is selected.



The cutoff is a date and a time, so it can fall on the day before the class. Joining a waitlist requires an available credit but doesn't use one. A credit is used only when the athlete is reserved into the class.

Once joined, a confirmation appears explaining that a spot opening before the cutoff results in automatic reservation, and no spot opening by the cutoff results in removal from the waitlist.

> Note
>
> If the selected cutoff falls after the class's free cancellation deadline, a warning appears explaining that the gym's late cancel or no-show fee can apply if the athlete is reserved after that point and then cancels late or doesn't show.

How does joining the waitlist work in the Kilo Members app?

Athletes need the latest version of the Kilo app (*Members app: version 1.4.0*) to choose their cutoff in the app. On an older version of the app, the cutoff is the class start time, so the athlete stays on the waitlist until the class starts. The athlete portal at app.usekilo.com always offers the cutoff selector.

What happens when a spot opens before my cutoff time?

If a spot opens in the class before the athlete's cutoff, Kilo GMS reserves them into the class automatically. No action is needed from the athlete. The reservation appears in the class's Reserved Athletes list, and a credit is used at that point. When your gym has the waitlist flows switched on, the athlete and their coach each receive an email.

Before confirming the reservation, the system re-checks the same conditions that apply when an athlete joins. If the athlete is no longer eligible, the reservation doesn't happen, the athlete keeps their place in the queue, and the spot goes to the next eligible athlete. See What can block a reservation, and what happens then? below.

Spots stop opening for the waitlist once the class has started, and any athletes still on the waitlist are removed when the class starts.

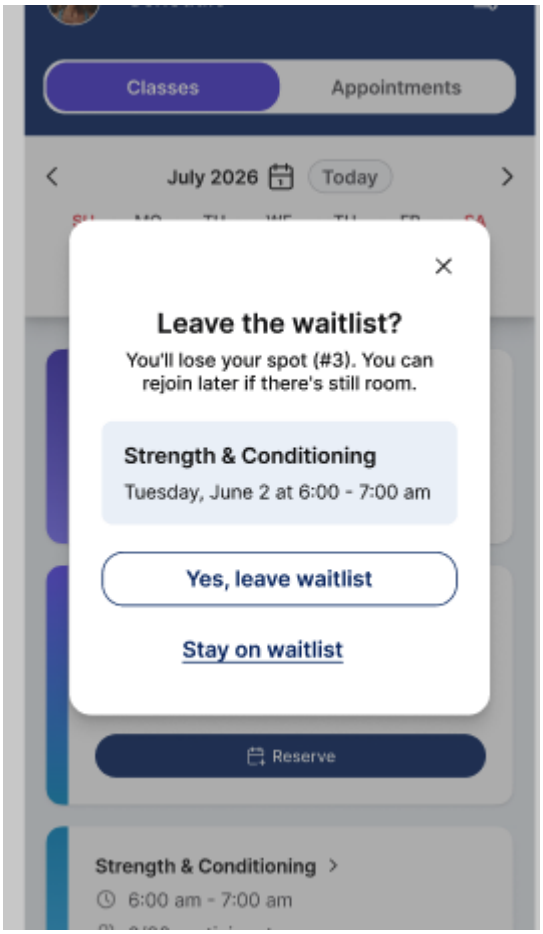
What happens if no spot opens before my cutoff time?

If the cutoff is reached with no spot available, the athlete is removed from the waitlist within about 10 minutes of the cutoff time, rather than at the exact minute. They can join the waitlist again if the class still has room on it. When your gym has the waitlist flows switched on, the athlete receives an email about the removal.

> Note
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> If the class itself is canceled while athletes are on the waitlist, all of those waitlist entries are voided. When your gym has the waitlist flows switched on, waitlisted athletes receive a waitlist cancellation email instead of the standard class cancellation notice.

How do I leave the waitlist?

1. Find the class on the schedule. Classes you're waitlisted for show a **Waitlist #N** badge in place of the usual reservation status.
2. Click **Leave Waitlist**.
3. In the confirmation window, review the queue position that will be given up.
4. Click **Yes, leave waitlist** to confirm, or **Stay on waitlist** to stay on the waitlist.



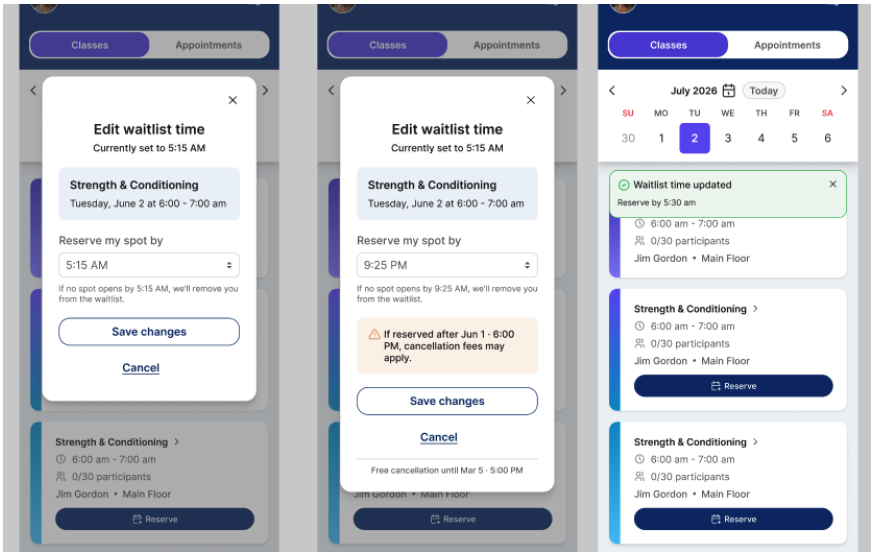
5. Leaving a waitlist is always free, and no late cancel fee applies. The **Leave Waitlist** button is always

visible on the class card and on the class's detail screen, so athletes are never stuck on a waitlist with no way to remove themselves.

How do I edit my cutoff time?

On the athlete portal at app.usekilo.com:

1. Open the class detail screen while on the waitlist.
2. Click **Edit Waitlist Time**.
3. In the **Reserve me automatically until** selector, which is pre-filled with the current cutoff, choose a new cutoff date and time.
4. Click **Save changes**.

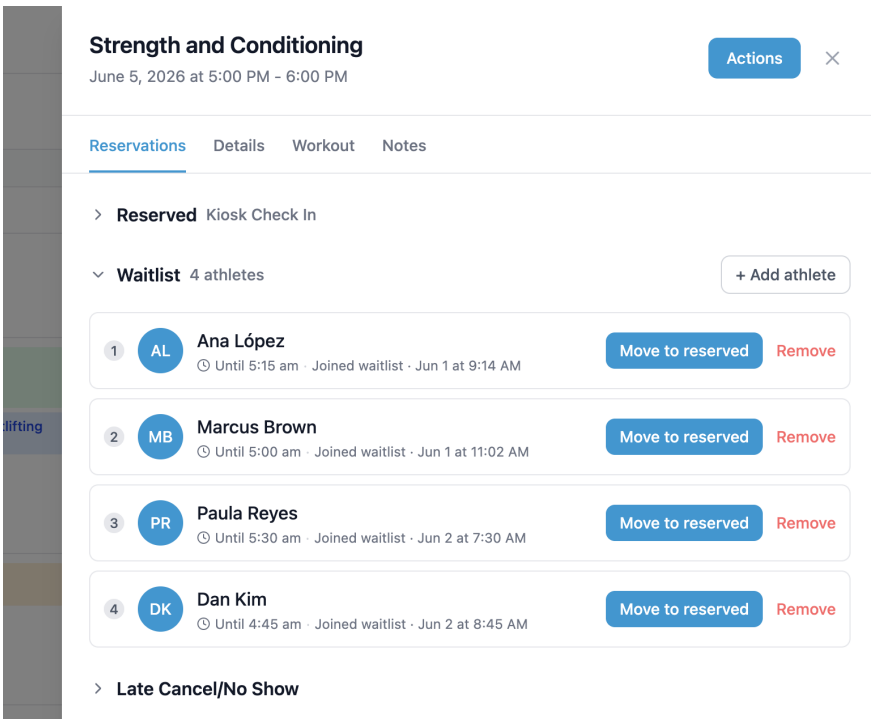


Warning

If the new cutoff falls after the class's free cancellation deadline, the gym's late cancel or no-show fee can apply when the athlete is reserved after that point and then cancels late or doesn't show. This warning also appears in the Join Waitlist window.

How do staff manage the waitlist queue?

1. Go to **Calendar** and open the class.
2. Open the **Reservations** tab in the class side panel.
3. Review the waitlist queue. Each row shows the athlete's name, their cutoff, and when they joined the waitlist.



4. To promote an athlete immediately, click **Move to Reserved**, then confirm. This moves the athlete to the reserved list right away and bypasses their cutoff. When your gym has the waitlist flows switched on, the athlete receives the same reservation email as an automatic reservation.

5. To remove an athlete, click **Remove**, then confirm.

   Warning

   Removing an athlete from the waitlist can't be undone. When your gym has the waitlist flows switched on, Remove sends the athlete the "Removed by Gym" email, so confirm with the athlete first if there's any doubt.

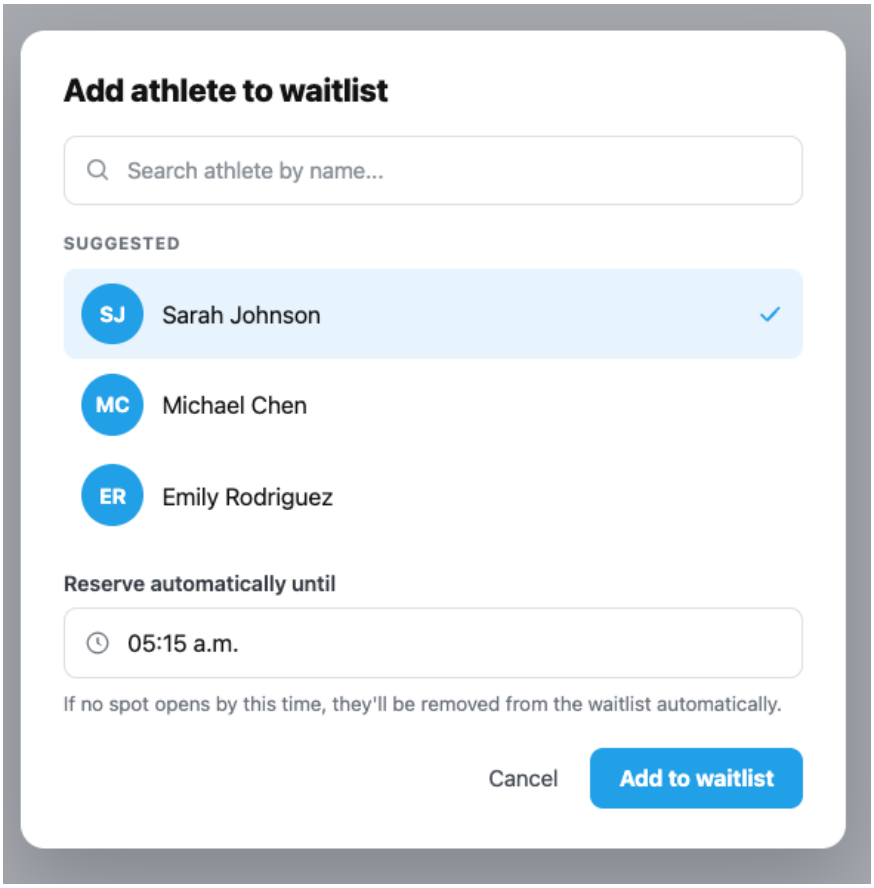
Staff can also add an athlete to a waitlist directly:

1. From the Reservations tab, click **+ Add athlete**.

2. Search for and select the athlete.

3. In the **Reserve automatically until** selector, which starts at the class start time, adjust the cutoff date and time if needed.

4. Click **Add to waitlist**.



Staff-added athletes bypass the checks applied when an athlete joins on their own, so you can add an athlete who has no available credit.

> Note
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> Turning off the waitlist on a specific class removes the athletes waiting on that class. Turning it off for the whole gym or for a class type only affects future classes.

Which waitlist emails does Kilo GMS send?

Waitlist emails go out only when your gym has switched on the waitlist flows. Kilo creates these flows switched off, so no waitlist emails are sent until you turn them on. Waitlist notifications are email only, and text messages go out only if your gym sets up its own SMS flow.

With the flows on, Kilo GMS emails:

- The athlete and their coach when the athlete is automatically reserved
- The athlete when staff click Move to Reserved
- The athlete when they're removed at their cutoff or when the class starts
- The athlete when something blocks their reservation, with the reason, at most once per reason per day
- The athlete when staff click Remove, using the "Removed by Gym" email

- Waitlisted athletes when the class is canceled

Every waitlist email that's sent appears in the athlete's profile under the **Communication** tab and in the staff table. If an athlete says nobody told them anything, check there first.

What can block a reservation, and what happens then?

Four conditions can block an athlete from joining a waitlist or from being automatically reserved from one:

- No available credit
- An unsigned document the gym requires for attendance
- A past-due invoice, only when your gym has the **disable reservations with past due bill** setting turned on (it's off by default)
- The one-class-per-day limit

If any of these applies when an athlete tries to join a waitlist, they can't proceed until it's resolved. They see a message explaining which condition is blocking them, with a link to resolve it where one applies (buying credits, signing the document, or viewing the invoice). Only one reason shows at a time, and the same messages also show when an athlete reserves a class that has open spots.

If any of these applies when a spot opens for an athlete already on the waitlist, the automatic reservation doesn't happen, and the spot goes to the next eligible athlete in the queue instead. The blocked athlete keeps their place in the queue and can be reserved when a later spot opens, once the condition is resolved.

Frequently asked questions

Why didn't my athlete get a waitlist email?

Waitlist emails are sent only when your gym has switched on the waitlist flows, and Kilo creates them switched off. If the flows are off, athletes and coaches get no waitlist email, even though reservations, removals, and cutoffs still happen as described above. Text messages go out only if your gym sets up its own SMS flow.

Do I have to set a cutoff time to join a waitlist?

Yes, a cutoff always applies. On the athlete portal, the Join Waitlist button stays disabled until a cutoff date and time is selected. In the Kilo app, athletes on the latest version choose their cutoff, and on an older version the cutoff is the class start time. When staff add an athlete, the cutoff starts at the class start time.

Can I leave a class waitlist at any time?

Yes, and it's always free. The Leave Waitlist button is always visible on the class card and the class detail screen, so an athlete can remove themselves from any waitlist whenever they choose, with no late cancel fee.

Will I be charged a fee if I'm reserved from the waitlist?

No. Being reserved from the waitlist never charges a fee. The gym's normal late cancel or no-show fee applies only if the athlete is reserved after the free cancellation deadline and then cancels late or doesn't show.

Does joining a waitlist use up one of my credits?

No, but joining requires an available credit. The credit is used only when the athlete is reserved into the class. Staff can add an athlete to a waitlist even if they have no available credit.

Does an unpaid invoice stop me from joining a waitlist or being reserved from it?

Only if your gym has the "disable reservations with past due bill" setting turned on, which is off by default. When that setting is on, a past-due invoice blocks both joining a waitlist and automatic reservation from it.

What happens if I don't have enough credits when a spot opens for me?

The automatic reservation doesn't happen, and the athlete stays on the waitlist at their current position. The spot goes to the next eligible athlete in the queue.

A spot opened and I didn't get it. Why does someone behind me on the waitlist have it?

This happens when the athlete at the front of the queue was blocked from being reserved (no credit, an unsigned required document, a past-due invoice when the gym has that setting on, or the one-class-per-day limit). The open spot moves to the next eligible athlete in line instead of staying unused. The blocked athlete keeps their queue position and can be reserved when a later spot opens, once the condition is resolved.

I paid my invoice or bought credits after a spot went to someone else. Do I get that spot?

No. The athlete keeps their place in the queue but doesn't get the spot that already passed them. They're eligible for the next spot that opens.

Can staff move someone from the waitlist to reserved without waiting for their cutoff time?

Yes. From the class's Reservations tab, staff can click Move to Reserved next to any waitlisted athlete to promote them immediately. This bypasses the athlete's cutoff entirely.

What happens to my waitlist spot if the class is canceled?

Waitlist entries are voided. When your gym has the waitlist flows switched on, waitlisted athletes receive a waitlist cancellation email instead of the standard class cancellation notice.

What happens if the class starts before a spot opens for me?

The athlete is automatically removed from the waitlist when the class starts. No athlete can be reserved from a waitlist after a class has started.

Helpful tips

- Switch on the waitlist flows if you want athletes and coaches to receive waitlist emails, since Kilo creates them switched off.
- Choose a cutoff that leaves enough room to make other plans if no spot opens, since removal from the waitlist happens automatically within about 10 minutes of the cutoff.
- Edit a cutoff on the athlete portal instead of leaving and rejoining the waitlist if a schedule changes but the athlete still wants the class.
- Check the cutoffs on the Reservations tab before manually promoting someone, so you know whether their automatic reservation is likely to happen on its own.
- Use Move to Reserved when an athlete needs a spot confirmed immediately and can't wait for their cutoff.
- Remind athletes that a cutoff set after the free cancellation deadline means the gym's late cancel or no-show fee can apply if they're reserved after that point and then cancel late or don't show.

When this feature is most helpful

- Managing popular classes that regularly fill up and carry a waitlist
- Giving athletes control over how late they're willing to be added to a class
- Reducing late no-shows caused by being added to a class with no time to cancel
- Helping an athlete who needs a confirmed spot right away, without waiting on the waitlist
- Explaining to an athlete why they weren't automatically reserved despite a spot opening
- Checking what an athlete was told about their waitlist spot

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

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