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Membership Pauses (Holds)

Laura Gibson - 2026-08-05 - [Packages & Memberships](#)

Kilo's Pause Package (formerly Hold) feature can be applied to any athlete's active membership Package.

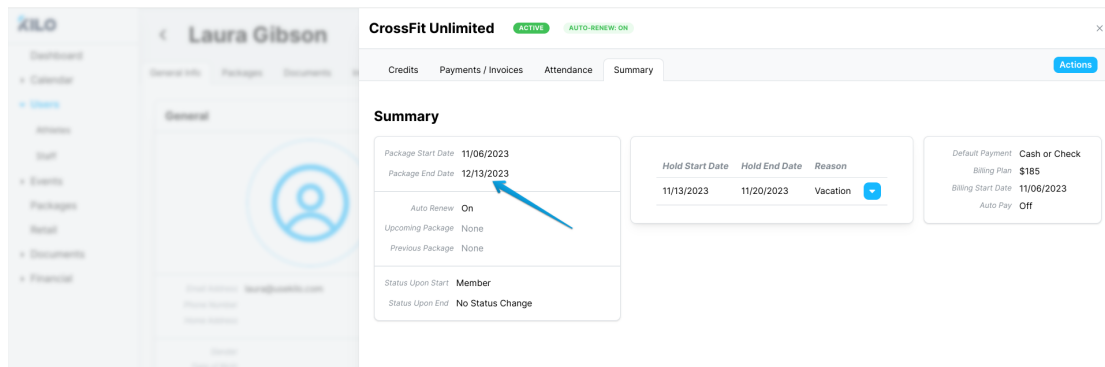
Check out the video below for how to apply a pause to an active Package:

Apply a Pause

To apply a Pause in Kilo, simply:

1. Enter the athlete profile for the client requesting the Pause (Hold)
2. Click on the name of the Active Package that needs to be held (on the General Info page or Packages tab)
3. Click the Action button in the upper right - Select "Pause Package"
4. Enter the reason for the pause as well as the pause start and end dates.
5. Please see the following important notes related to selecting Pause dates and applying a Pause:
 1. The end date of the pause will *not* be available for class and appointment reservations. The pause will end at 23:59:59 on the date selected. Therefore, if the client would like to attend classes on a Saturday after their hold, the end date for the pause should be scheduled for Friday.
 2. When a pause is applied, future renewal and invoice dates will be impacted by the same number of days as the pause. *All* future **credited** reservations for this athlete will also be removed from the Kilo schedule.
6. Save the hold

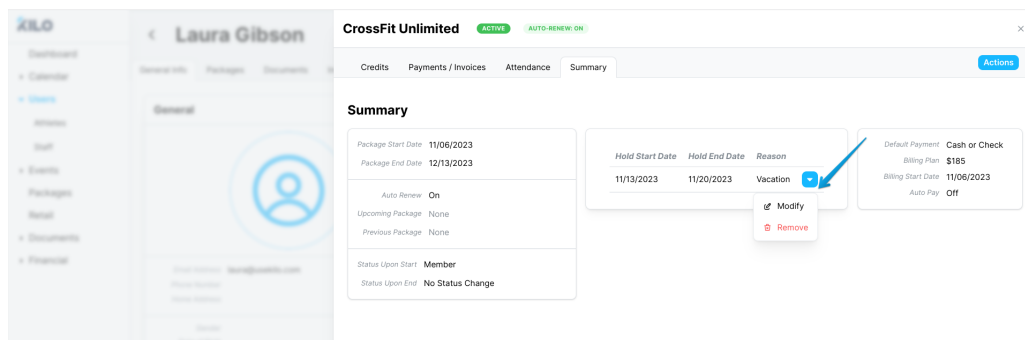
You will notice that the Validity period for credit dispensation will now reflect a later date, based on the number of days of the pause. Future invoices related to this Package will also have a new due date. To find the new Package end date, click the Summary tab within the package details.



Extending or Shortening a Pause

If the athlete needs more time away or plans to return sooner than expected, you can modify the dates of the Pause to allow for these scenarios:

1. Click on the Active Package
2. Go to the Summary tab
3. Click the blue arrow button beside the hold and select "Modify"



4. Adjust the start or end date of the Pause on the pop-up and Save.

If you have further questions about Pauses or specific instances in your account, please send the details to our Support team at hello@usekilo.com.

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