



[Knowledge Base](#) > [Gym Management Software](#) > [Sales Portal](#) > [Offer a Free Package in the Sales Portal](#)

Offer a Free Package in the Sales Portal

Laura Gibson - 2026-10-12 - [Sales Portal](#)

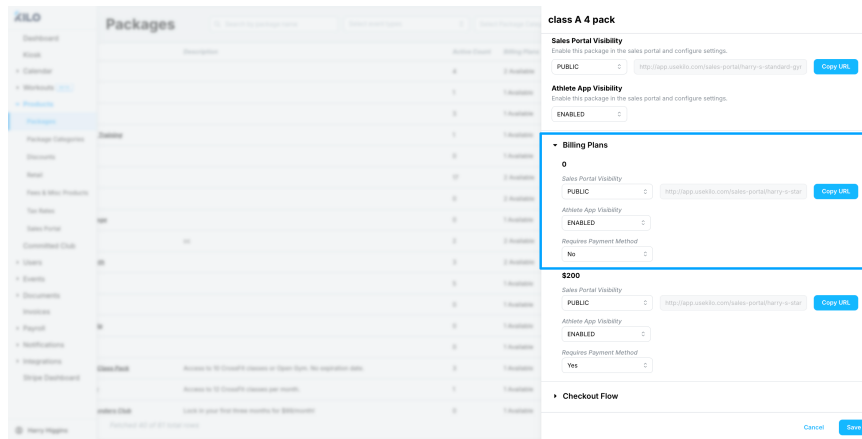
You can offer a **free package** in the Sales Portal, such as a free trial class or a community event, by adding a \$0 billing plan and turning off its payment requirement. Buyers then sign up without entering a card, and checkout skips the **Payment** step.

What you can do with free packages

- Offer free trials, intro classes, or community events online
 - Let buyers sign up without entering payment details
 - Share a free offer publicly or by private link
 - Collect athlete details and a signed waiver from free signups
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Set up a free billing plan

1. Add a billing plan with a total price of \$0 to the package. For billing plan steps, see [Set Up Billing Plans for Packages](#).
2. Go to **Products → Packages**, click the action button to the far right of the package, then select **Sales Portal Options**.
3. Open the **Billing Plans** drop down.
4. Set the \$0 billing plan's **Sales Portal Visibility** to **Public** or **Private**.
5. Set **Requires Payment Method** to **No**.



6. Click **Save**.

Note

If Requires Payment Method stays set to Yes, checkout includes a Payment step and asks the buyer for a card, even though nothing is charged.

What buyers experience

Checkout for a free billing plan runs in five steps: **Billing Plan**, **Your Account**, **Who Is This For?**, **Athlete Information**, and **Agreement & Waiver**. There's no **Payment** step. The **Order Summary** shows \$0.00 due today, and the buyer clicks **Confirm purchase**.

Harry's Standard Gym

Billing Plan

Free — \$0.00

Edit

Your Account

laura@gymleadmachine.com

Who Is This For?

Myself

Edit

Athlete Information

Laura Test —
laura@gymleadmachine.com

Edit

Agreement & Waiver

Waiver signed

Edit

Order Summary

1 time purchase

Free

Frequency	Once
Installments	1
Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00

Have a discount code? Apply it here to unlock your special pricing! (Applies to first installment only.)

Due today

\$0.00

Package Start Date

October 5, 2028

Auto Renew

Off

Billing Date

October 5, 2028

Auto Pay

Off

Athlete

Laura Test

Payments are securely processed by Stripe

For the full walkthrough, see [Sales Portal Checkout in Kilo GMS](#).

Frequently asked questions

Why is my free offer asking buyers for a card?

The billing plan's **Requires Payment Method** setting is set to **Yes**. Change it to **No** in **Sales Portal Options**, and checkout skips the **Payment** step.

Does a free signup create an athlete in Kilo GMS?

Yes. A completed free checkout creates an athlete with an active package, the same as a paid purchase.

Can I delete a test signup after trying my free offer?

No. Athletes with a package can't be deleted, even when the package is free. Test your free offer in an incognito or guest window and stop before **Confirm purchase**.

Helpful tips

- Check the package's **Athlete Status Upon Start** before you share a free offer. If you use the Kilo GMS and Gym Lead Machine integration, a package that sets **Member** status marks the athlete as Won in Gym Lead Machine.
 - Make a free billing plan **Private** when the offer is only for invited guests.
 - Describe exactly what the free package includes, so buyers know what they can book after signing up.
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When free packages are most helpful

- Offering a free first class or intro session to new leads
 - Running a free community workout or open house
 - Collecting waivers and contact details for a free event
 - Giving partners or guests a complimentary visit through a private link
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If you have questions about free packages in the Sales Portal in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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