Redeem a Discount Code in the Kilo App

Laura Gibson - 2026-10-06 - Packages & Payments

If your gym has given you a **discount code**, you can enter it yourself while buying a package in the Kilo app. The price updates as soon as the code is accepted, so you can see what you are paying before you confirm.

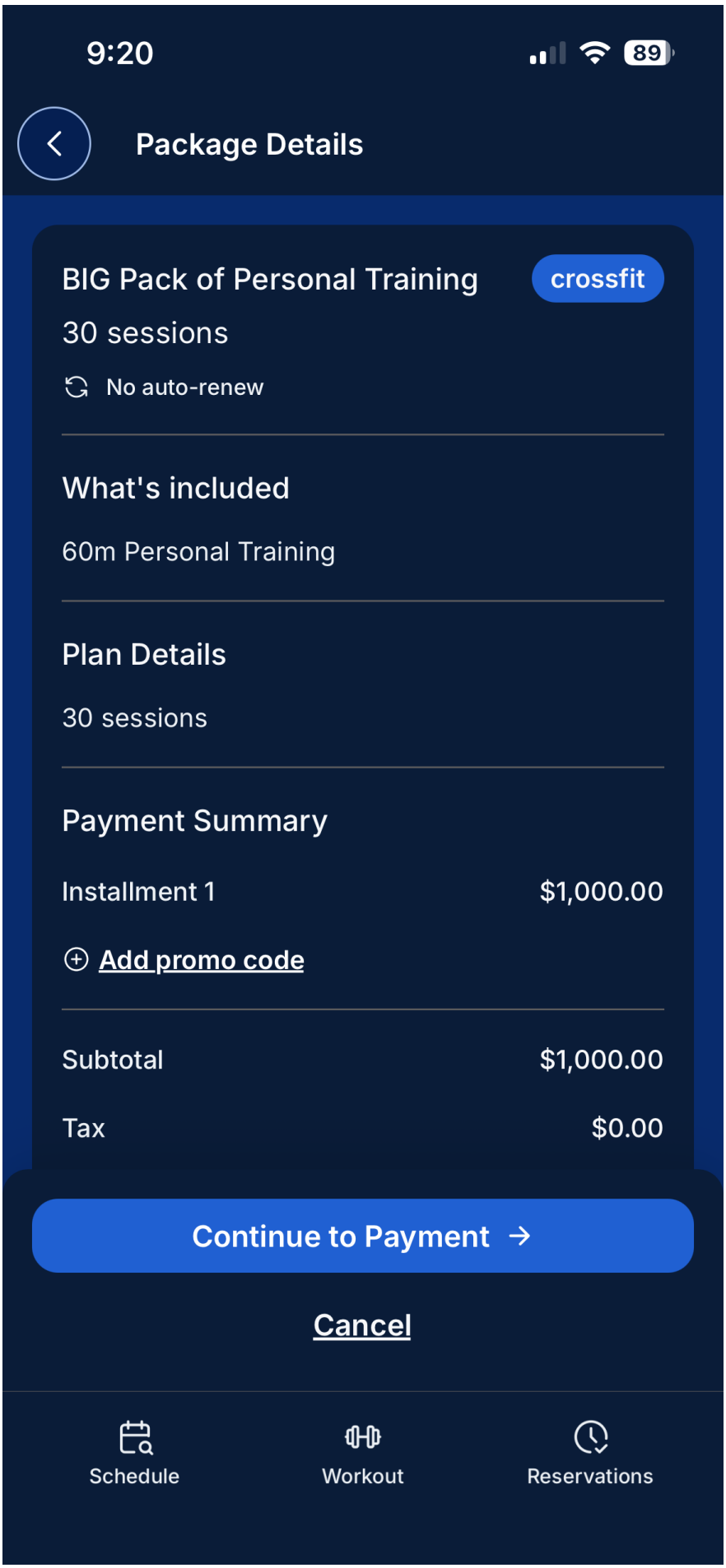
What you can do

- Enter a discount code during checkout
- See your new price before you pay
- Find out straight away if a code is not valid for what you are buying

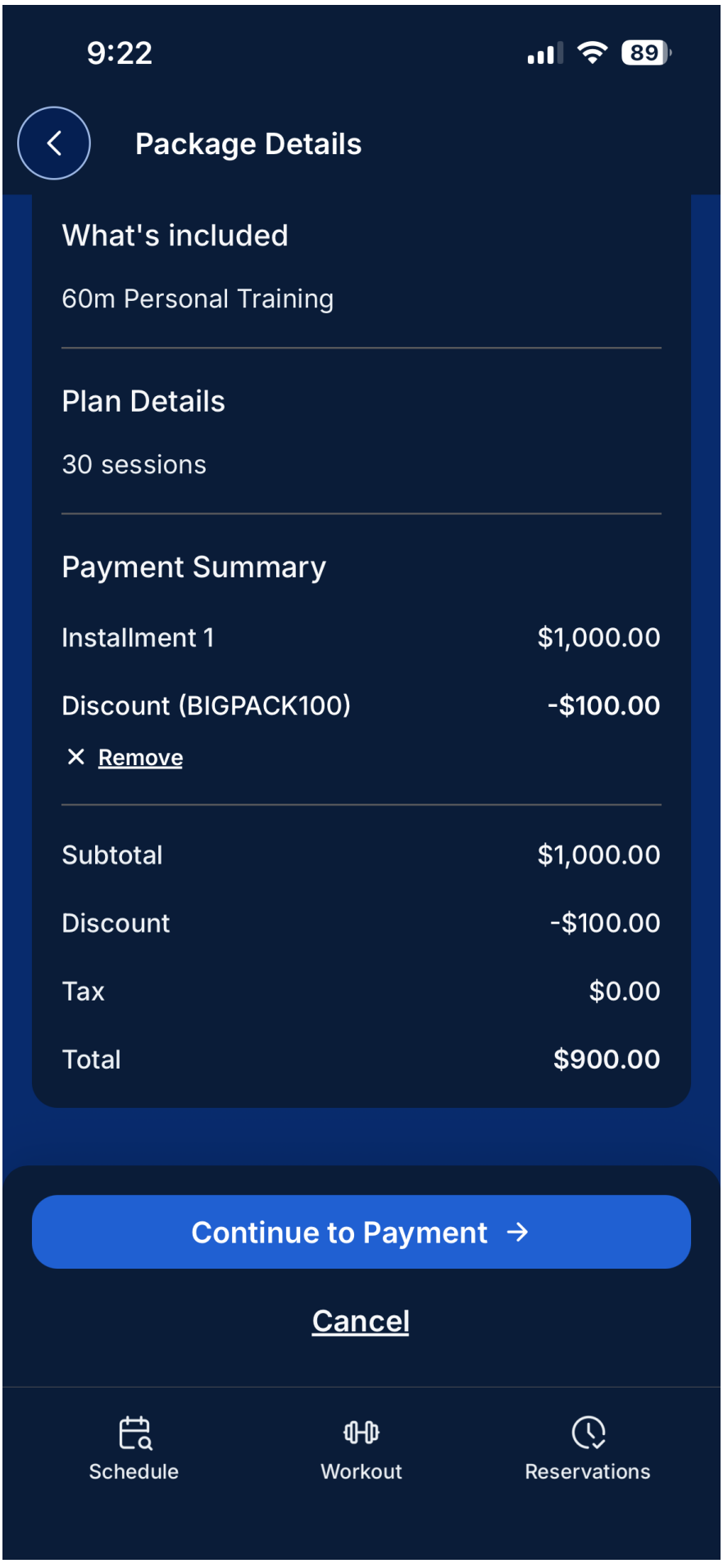
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Redeem a discount code

1. Open the Kilo app and start buying the package you want.
2. Find the **Discount Code** field below the billing summary.
3. Enter your code.
4. Tap **Apply**.
5. Check the updated price, then complete your purchase.


9:20
89
Package Details
BIG Pack of Personal Training
crossfit
30 sessions
No auto-renew
What's included
60m Personal Training
Plan Details
30 sessions
Payment Summary
Installment 1
$1,000.00
Add promo code
Subtotal
$1,000.00
Tax
$0.00
Continue to Payment →
Cancel
Schedule
Workout
Reservations

If the code works, you will see a confirmation showing how much you saved and the price will recalculate. If it does not, you will see an invalid code message and the original price stays the same.


9:22
89
Package Details
What's included
60m Personal Training
Plan Details
30 sessions
Payment Summary
Installment 1
$1,000.00
Discount (BIGPACK100)
-$100.00
Remove
Subtotal
$1,000.00
Discount
-$100.00
Tax
$0.00
Total
$900.00
Continue to Payment
Cancel
Schedule
Workout
Reservations

Frequently asked questions

My code says it is invalid. Why?

A code can be rejected for a few reasons. It may not apply to the package you are buying, it may have already been used, or it may no longer be running. Check that you have typed it exactly as it was given to you. If it still does not work, contact your gym administrator to confirm the code is right.

Does my discount carry over when my membership renews?

No. A code you enter at checkout applies to that purchase only. Your next cycle bills at the normal price. If you were told the discount should continue, your gym administrator can set that up for you.

Can I use the same code twice?

Some codes can only be used once. If yours is one of those, it will be rejected the second time you try it. Your gym administrator can tell you which codes you can reuse.

My payment failed. Have I lost my code?

No. A failed payment does not use up your code. Try again once the payment issue is sorted out and the code will still work.

Can I use more than one code on the same purchase?

No. One discount applies per purchase.

My discount covers the whole cost. Do I still need to pay?

No. If the discount brings your total to zero, there is nothing to pay and you will not be asked for a payment method to finish checking out.

Where do I get a discount code?

From your gym. Codes are created and shared by your gym, usually as part of a promotion or a sign-up offer.

If you have questions about your account, your membership, or the classes at your gym, contact your gym administrator. They manage your account in Kilo and can help you directly.

- Tags
- Gym Management