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Book an Appointment in the Kilo App

Laura Gibson - 2026-08-20 - [Class & Appointment Reservations](#)

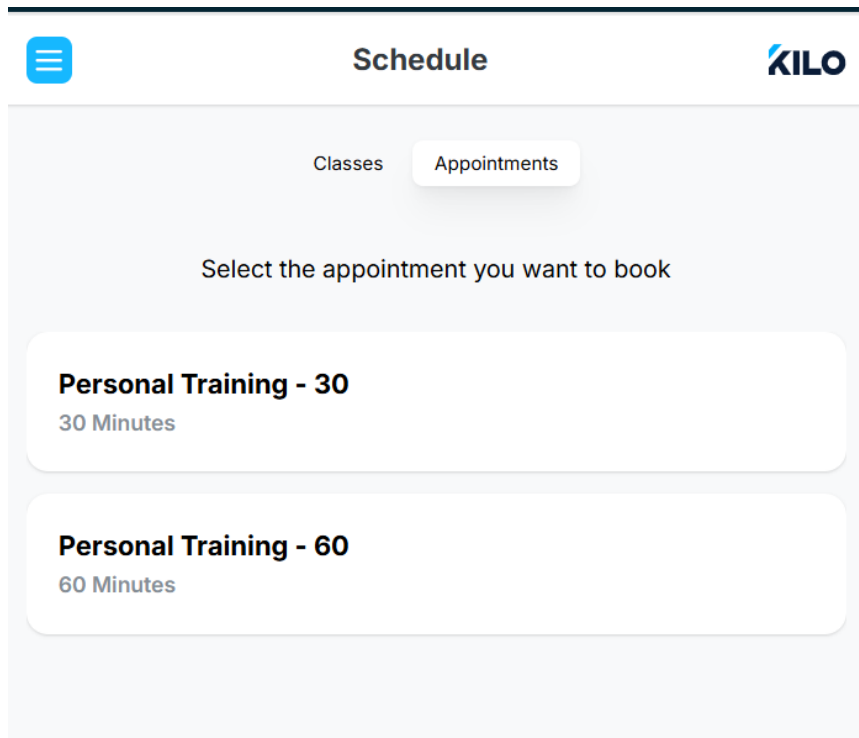
If your gym offers self-booking, you can schedule your own appointments from the **Appointments** tab under **Schedule**, without asking staff to book them for you. This works for services like personal training, consultations, and On Ramp sessions. You need a package with an available credit to book.

What you can do

- Browse the appointment types your gym offers
 - Pick a coach and a date
 - See which times that coach has available
 - Book your appointment and have it added to your schedule right away
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Book an appointment

1. Log in and go to **Schedule**.
2. Select the **Appointments** tab.
3. Choose the appointment type you want.



4. Choose your coach and then a date. Dates where that coach has no availability cannot be selected.
5. Choose one of the available times.
6. Confirm your booking.

Your appointment is created immediately, and a credit is used from your package.

Note

The **Appointments** tab is only for booking new appointments. Once an appointment is booked, you will find it under **My Events** along with your class reservations.

Frequently asked questions

I do not see an Appointments tab. Where is it?

Your gym may not offer self-booking. The Appointments tab only appears when your gym has made at least one appointment type available for athletes to book themselves. If you expected to see it, check with your gym, and in the meantime ask them to book the appointment for you.

Why can I not select certain dates?

Dates where your chosen coach has no availability cannot be selected. Try a different coach, if your gym allows that, or a different date. Your gym also decides how far in advance appointments need to be booked, so times that are very soon may not be offered.

Why is the coach I want not in the list?

Only the coaches your gym has made available for that appointment type will appear. If the coach you want is not listed, contact your gym administrator and ask whether they can book you with them directly.

I got a message saying I do not have valid credits. What does that mean?

You need a package with an available credit for that appointment type before you can book. Kilo checks this when you pick a date, so you may see the message partway through booking rather than at the start. Contact your gym administrator to check what is on your account or to buy a package.

Where do I find an appointment I already booked?

Under My Events, alongside your class reservations. The Appointments tab shows what you can book, not what you have already booked.

Can I add someone to my appointment reservation?

No. You can only book yourself. If your appointment is one that other people join, your gym adds the other attendees for you. Contact your gym administrator to arrange it.

Helpful tips

- Check **My Events** after booking to confirm your appointment is on your schedule
- If no times appear for a coach on a date you want, try another coach before assuming nothing is available
- Book a little further ahead than you need to, since very close times may not be offered
- Contact your gym administrator for anything you cannot do yourself, including booking with a coach who is not listed

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.

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