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Book an Appointment in the Kilo App

Laura Gibson - 2026-09-10 - [Class & Appointment Reservations](#)

If your gym offers self-booking, you can schedule your own appointments from the **Appointments** tab on the **Schedule** screen in the **Kilo - Members** app, 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
-

Book an appointment

1. Open **Kilo - Members** and select the **Appointments** tab at the top of the **Schedule** screen.
2. Choose the appointment type you want. Each one shows how long it runs, and the room where it takes place if your gym has set one.

11:12 



Schedule

Classes

Appointments

60m Personal Training

60 Minutes



Schedule



Workout



Reservations

3. Under **1. Select the coach**, choose a coach.
4. Under **2. Select the date**, choose a day. Days where that coach has no availability appear dimmed and cannot be selected.

11:07



Appointment

1. Select the coach

Edit



demo coach

2. Select the date

Edit



September 2026



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Book Appointment



Schedule



Workout



Reservations

5. Under **3. Select the time slot**, choose a time. Times that are already taken appear dimmed.
6. Check your three choices, then select **Book Appointment**.

11:08



Appointment

60m Personal Training

60 Minutes ·

1. Select the coach

Edit



demo coach

2. Select the date

Edit



Date

Thursday September 10th, 2026

3. Select the time slot

Edit



Time

6:00 am



Book Appointment



Schedule



Workout



Reservations

7. Select **Confirm Appointment** in the window that opens.

11:08



Appointment

60m Personal Training

60 Minutes ·

1. Select the coach

Edit



60m Personal Training

60 Minutes ·

Thu, Sep 10 · 6:00 am

60 Minutes

Confirm Appointment

[Go back](#)



6:00 am



Book Appointment



Schedule



Workout



Reservations

A confirmation appears at the top of the screen and your appointment is created immediately. A credit is used from your package.

Note

Select **Edit** beside any completed step to change your coach, date, or time before you book. Select **Go back** in the confirmation window if you want to change something after reaching it.

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?

Days where your chosen coach has no availability are dimmed and 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 while you are booking, so you may see the message partway through 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 Reservations at the bottom of the screen, 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 **Reservations** 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
- Use **Edit** to change a choice rather than starting the booking again
- 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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