Send Calendar Invitations for Reservations in Kilo GMS

Laura Gibson - 2026-11-13 - Notifications Flows

When an athlete reserves a class or books an appointment, Kilo GMS can send a **confirmation email that carries a calendar invitation**. The athlete adds the session to their own Google, Outlook, or Yahoo calendar straight from that email, with no integration to set up on either side.

This runs on two pre-built Notification Flows. Like every pre-built flow, both start disabled, so nothing goes out until you turn them on.

What you can do with calendar invitations

- Send a calendar invitation with every class reservation confirmation
- Send a calendar invitation with every appointment booking confirmation
- Let athletes add sessions to the calendar they already use
- Reduce late cancellations and no-shows by putting sessions where athletes will see them

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Turn on the two flows

1. Go to **Notifications → Automation Flows** in your Kilo GMS menu.
2. Find **Athlete Reservation Added to Class** in the list of pre-built flows.
3. Select the blue arrow action button to the right of the flow and choose the enable option.
4. Repeat for **Appointment Created (Single)**.

Both flows fire the next time their trigger occurs.

Note

The calendar invitation travels inside the email itself, so set the notification type on each flow to email. An SMS notification cannot carry a calendar event.

Turn on only the flow you need if your gym runs classes but not bookable appointments, or the other way around.

What athletes see

Once the flows are on, every reservation confirmation email includes the calendar invitation. What happens next depends on the athlete's email provider.

Some providers add the event automatically. Gmail, for example, reads the event out of the email and shows it at the top of the message with the date, time, and location filled in. The athlete does nothing.

Everyone else adds it with one tap. Three buttons sit at the bottom of the confirmation email: **Google Calendar**, **Outlook Calendar**, and **Yahoo Calendar**. Selecting one saves the session to that calendar.

Athletes do not connect or authorize anything. The email carries a small calendar file, the same way a flight confirmation or an event ticket does.

Send athletes Add Your Classes and Appointments to Your Personal Calendar if they ask how it works on their end.

Frequently asked questions

Which two flows send the calendar invitation?

Athlete Reservation Added to Class covers classes, and Appointment Created (Single) covers appointments. Both are pre-built and both ship disabled. Find them under **Notifications → Automation Flows**.

An athlete booked a block of classes and only got one calendar event. Why?

Calendar events are created for individual reservations, not bulk bookings. This keeps an athlete who books a month of classes in one sitting from receiving dozens of calendar entries at once. Athletes can add the remaining sessions manually.

Do athletes need to connect their calendar to Kilo?

No. There is nothing for them to authorize, link, or install. The invitation is part of the confirmation email, so it works with whatever calendar they already use.

An athlete says the event is not appearing in their calendar automatically. What should I tell them?

Point them to the three calendar buttons at the bottom of the confirmation email. Automatic adding depends on the athlete's own email settings, which you cannot change for them. The buttons work regardless.

Can I change what the confirmation email says?

Yes, through the message template attached to each flow. Editing the template updates every flow that uses it. If you want different wording for just one of these two flows, override the template from inside that flow instead.

Will this work if I set the flow to send SMS?

No. The calendar invitation is carried by the email. Keep both flows set to email if you want athletes to receive calendar invitations.

Helpful tips

- Turn both flows on at the same time, so classes and appointments behave consistently for athletes
- Check the message template on each flow before enabling, since the confirmation email is the first thing athletes see after booking

- Tell athletes to scroll to the bottom of the confirmation email, since the calendar buttons sit below the reservation details
- Leave a flow disabled rather than deleting it if you want to stop calendar invitations temporarily

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When calendar invitations are most helpful

- Cutting down no-shows for early morning classes
- Personal training and consultations, where a missed slot cannot be filled
- On Ramp programs, where new athletes are still building a routine
- Gyms whose athletes book several days ahead and forget by the time the session arrives

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If you have questions about calendar invitations in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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