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Set a One-Time Purchase Limit on Packages

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The **One-Time Purchase Limit** lets you restrict a time-based or credit-based package to a single purchase per athlete. Once it's on, Kilo automatically hides or blocks the package for any athlete who has already bought it, across the Athlete App, the Sales Portal, and staff checkout.

What you can do with the One-Time Purchase Limit

- Restrict any time-based or credit-based package to a single purchase per athlete
- Prevent auto-renew from creating a second purchase of the same package
- Keep a one-time package chained to a different follow-up package with no interruption
- Have the package automatically hidden or blocked wherever an athlete would otherwise try to buy it again

How do I turn on a one-time purchase limit for a package?

Warning

Turning on the One-Time Purchase Limit also turns off auto-renew on any athlete packages already sold under this package, not just future purchases. This changes billing behavior for athletes currently subscribed to the package, so confirm this is the intended outcome before saving.

1. Go to **Products → Packages**.
2. Create or edit a **Time-Based** or **Credit-Based Package**.
3. Below the **Proration** field, find **One-Time Purchase Limit**, set to **Off** by default.
4. Switch it to **On**.

KILO Packages

Create Package | Time-based Package

Package Details

Name *

Description

Package Category

Proration

One-Time Purchase Limit

Auto Renew

☐ Include Follow-up Package

Allow Athlete Click-to-Cancel in the Athlete App

Contract

Billing

Create and manage billing plans for this Package.

Tax Rate

Restricts this package to a single purchase per athlete. Athletes who have already purchased it will not see it in the app or sales portal, and staff will not see it in checkout for that athlete. Auto Renew is turned off and locked while this is on, since a renewal would count as a second purchase. A follow-up package is still allowed.

Create Package | Time-based Package

Package Details

Name *

Description

Package Category

Protection

One-Time Purchase Limit **On**

Auto-Renew **Off**

Allow Athlete Click-to-Cancel in the Athlete App

Contract

Athlete Status

Advanced Settings

Enable Rollover Credits

Limited Quantity

Limit Package Sales

Set Specific Start Date

Attendance Rules

Grant access to events via rules. Rules will dispense credits in a repeating (per) or one-off behavior (pack).

Billing

Create and manage billing plans for this Package.

Tax Rate

- If the package has an **Auto-Renew** field, it updates to **Off** and becomes disabled. You cannot turn it back on while the One-Time Purchase Limit is on.

Create Package | Time-based Package

Package Details

Name *

Description

Package Category

Protection

One-Time Purchase Limit **On**

Auto-Renew **Off**

Allow Athlete Click-to-Cancel in the Athlete App

Contract

Athlete Status

Advanced Settings

Enable Rollover Credits

Limited Quantity

Limit Package Sales

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Attendance Rules

Grant access to events via rules. Rules will dispense credits in a repeating (per) or one-off behavior (pack).

Billing

Create and manage billing plans for this Package.

Tax Rate

- Click **Save**.

The setting takes effect immediately for every athlete viewing or purchasing the package. Legacy packages default to One-Time Purchase Limit Off, so nothing changes until you edit a package and turn it on.

How does the one-time purchase limit affect auto-renew?

A package cannot have the One-Time Purchase Limit on and Auto-Renew on at the same time. A renewal creates a second purchase of the same package, which would let an athlete continue past their one-time purchase, so Kilo forces Auto-Renew off the moment you turn the limit on, with no option to override it.

This applies whether the package is new or already in use:

- Turning the limit on sets Auto-Renew to off and disables the toggle for the package itself and for any athlete packages already sold under it.
- If you later turn the limit back off, Auto-Renew becomes available again.
- Editing a legacy package to turn the limit on applies the same rule, regardless of how long the package has existed or whether Auto-Renew was previously on.

A **follow-up (chained) package** is unaffected, since it points to a different package rather than renewing the same one. A one-time package can still lead into a follow-up package. It cannot, however, be used as someone else's follow-up package.

How is the one-time purchase limit enforced across purchase surfaces?

Once an athlete has a completed purchase of a one-time package, here's what happens on each surface:

Surface	What happens once the athlete has already purchased
Athlete App	The package is left out of the athlete's purchase list entirely. No warning or disabled state is shown.
Sales Portal or a private link	After the athlete logs in, the purchase is blocked with a warning and a redirect to browse other packages.
Staff checkout	The package is left out of the checkout package list for that athlete. No warning is shown, and there is nothing for staff to override.

Eligibility is checked against the athlete's own profile, not their email or login. In a family account with a shared login, each profile, including dependent profiles, has its own independent one-time-purchase allowance.

Purchase eligibility is also checked on the server at the moment of purchase on all three surfaces. This catches the rare case where a purchase list is out of date, so an already-purchased package can't slip through even if it briefly still appears somewhere.

Frequently asked questions

What happens if an athlete's purchase of a one-time package is later refunded or canceled?

The purchase still counts against the one-time limit, no matter what happens to it afterward. Whether the athlete's package ends up refunded, canceled, ended, or on hold, the original purchase record is what determines eligibility, so the athlete cannot buy the same one-time package again.

Can each profile in a family account purchase a one-time package separately?

Yes. Eligibility is checked at the athlete profile level, not by email or login. If a shared family login has a main account and dependent profiles, each profile gets its own one-time purchase allowance for the package.

Can I turn on the limit for a legacy package that already has auto-renew turned on?

Yes, and doing so turns off auto-renew immediately. Turning on the One-Time Purchase Limit forces Auto-Renew off in the same save action, for the package and for any athlete packages already sold under it. There's no way to keep both settings on at once.

Does the one-time limit affect a package's follow-up (chained) package?

No. A follow-up package points to a different package, so it's treated as a separate purchase rather than a renewal of the one-time package. Chaining a follow-up to a one-time package continues to work the same way it always has.

Why doesn't an athlete see a warning when a one-time package disappears from their purchase list?

This is expected behavior in the Athlete App and staff checkout. On both surfaces, an already-purchased one-time package is simply left off the list, with no warning or disabled state. The Sales Portal and private-link flow work differently: there, the athlete sees a warning and a redirect if they try to buy the package directly.

What happens if the system can't confirm an athlete's purchase history?

The purchase is blocked and a generic error is shown, rather than letting an unverified purchase through. This keeps a temporary check failure from accidentally allowing a repurchase.

Helpful tips

- Turn on the One-Time Purchase Limit before you start selling a new intro or trial package, so every purchase record from day one counts toward the limit.
 - Turning the limit off does not delete existing purchase records. It only stops those records from blocking future purchases.
 - Chain a follow-up package if you want a one-time offer to lead an athlete into an ongoing membership.
 - Refunded or canceled purchases still count against the limit, so double-check this before assuming an athlete is eligible to buy again.
 - Review any package with Auto-Renew on before switching on the One-Time Purchase Limit, since existing athlete packages will have their auto-renew turned off too.
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When this feature is most helpful

- Offering a new-member intro or trial package that should only be redeemed once
 - Protecting the pricing on a discounted first-time or evaluation package
 - Chaining a one-time intro package into an ongoing membership package
 - Running family accounts where each dependent profile should get its own one-time offer
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If you have questions about the One-Time Purchase Limit in Kilo GMS, our Support team is happy to help. Reach us at hello@usekilo.com.

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