



[Knowledge Base](#) > [Gym Management Software](#) > [Retail, Fees & Misc.](#) > [Set Up Tax Rates in Kilo GMS](#)

Set Up Tax Rates in Kilo GMS

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Tax rates in Kilo GMS are the percentages you apply to membership packages, retail items, and fees. You create each rate once under **Products**, then select the right one as you build packages and add products, so tax is calculated for you on every charge.

What you can do with tax rates

- Create a tax rate for every percentage your location requires
- Apply tax to membership packages, retail items, and fees
- Apply tax to late cancellation and no-show fees
- Name each rate so you and your staff select the right one
- Add as many rates as you need

Do you need to set up tax rates?

If you do not apply tax to your membership packages or your retail items, you can leave your tax rates as they are. Your account arrives with a single rate already in place, set to 0.0%, so nothing is taxed until you change it.

Set up tax rates if any of the following are true:

- Your location requires tax on membership packages

- Your location requires tax on retail items
- You want to apply tax on top of late cancellation or no show fees

What is the Cancellation and No Show Tax Rate?

It is the one tax rate that already exists in your account, and it applies to late cancellation and no show fees. It arrives set to 0.0%, which means no tax is added to those fees.

Leave it at 0.0% if you do not charge tax on those fees, or if you do not charge late cancellation and no show fees at all.

To apply tax to those fees:

1. Go to **Products → Tax Rates**.
2. Find **Cancellation and No Show Tax Rate** in the list.
3. Click the blue action button to the far right of the rate.

The screenshot shows the Kilo dashboard with a sidebar on the left containing navigation links: Dashboard, Kiosk, Calendar, Workouts, Products, Committed Club, Users, Events, Documents, Invoices, Payroll, Notifications, Integrations, and Stripe Dashboard. The main content area is titled 'In Person Payments' and includes a 'Purchase Card Reader' button. Below this is the 'Athlete App' section with toggle switches for 'Hide list of reserved athletes on events in athlete view', 'Schedule only shows events that the athlete has access to', and 'Allow athletes to see their invoices on the app'. The 'Email Sender Details' section shows fields for 'From Name', 'From Email', and 'Reply to' Email. The 'Cancellation Tax Rate' section is highlighted with a blue border, showing a rate of 0.000% applied to Late Cancel and No Show fees. The 'Edit' button is highlighted in blue.

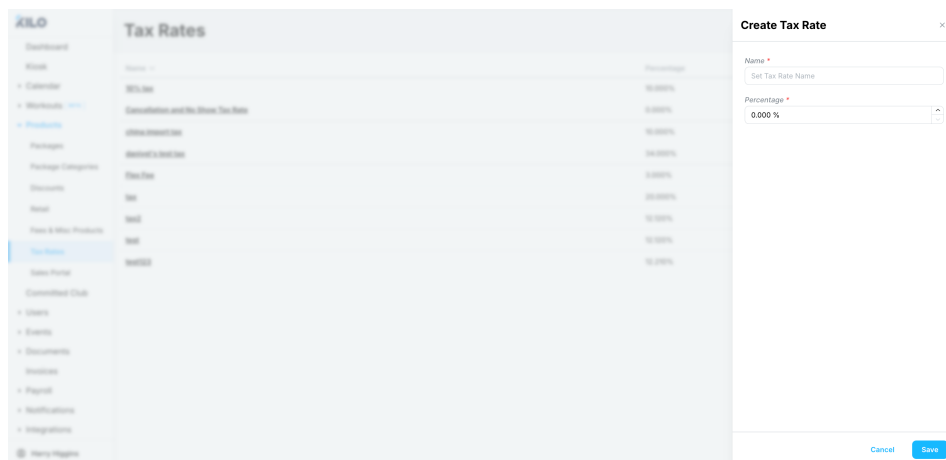
4. Click **Edit**.
5. Enter the tax percentage.
6. Click **Save**.

How do I add a tax rate?

You can add as many tax rates as your gym needs. Most gyms add at least one, and many add separate rates for memberships and retail so the correct percentage is obvious at the moment of sale.

1. Go to **Products → Tax Rates**.
2. Add a new tax rate.
3. Enter a name that identifies what the rate applies to, for example Retail Tax or Membership Tax.

4. Enter the tax percentage.
5. Click **Save**.



Repeat for each percentage you need. Save each rate as you add it.

Frequently asked questions

How many tax rates can I have?

As many as you need. There is no limit, so you can create a separate rate for every percentage your location requires rather than adjusting a single rate back and forth.

Should I create separate rates for memberships and retail?

Separate rates are worth creating when the percentages differ, and they are worth creating even when they match. A rate named for what it covers tells you and your staff which percentage to select while you are building a package or adding a retail item, instead of leaving it to memory.

Where do I choose which tax rate applies?

You select the tax rate as you build a membership package or add a retail item. Create your rates first so they are available to select when you get there.

Do I have to charge tax on late cancellation and no show fees?

No. The Cancellation and No Show Tax Rate stays at 0.0% until you edit it, so those fees are untaxed unless you decide otherwise.

Helpful tips

- Name each rate for what it applies to, not just its percentage
- Set up your tax rates before you build packages and add retail items
- Leave the Cancellation and No Show Tax Rate at 0.0% if you do not tax those fees
- Save each rate as you add it

When tax rates are most helpful

- Setting up your account before your first packages are built
- Selling retail that is taxed differently from memberships
- Applying tax to late cancellation and no show fees
- Giving staff a clear list of rates to select from when charging an athlete
- Operating in a location with more than one applicable tax

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

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