# Set Up Tax Rates in Kilo GMS

Laura Gibson - 2026-10-02 - Retail, Fees & Misc.

**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.

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## 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

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## 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

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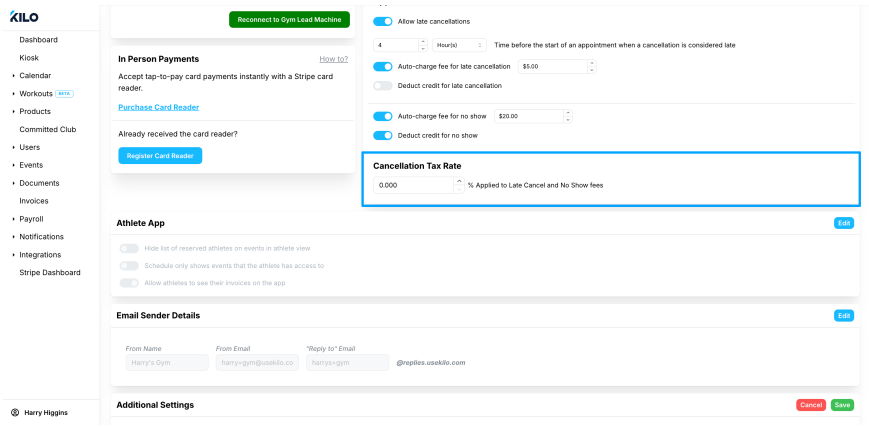
## What is the Cancellation and No Show Tax Rate?

**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 **your name in the lower left-hand corner**.
2. Click **Settings**
3. Find **Reservation, Waitlist, and Cancellation Settings, and** click the Edit button to the far right.




4. Scroll down to **Cancellation Tax Rate.**
5. Enter the tax percentage.
6. Click **Save**.

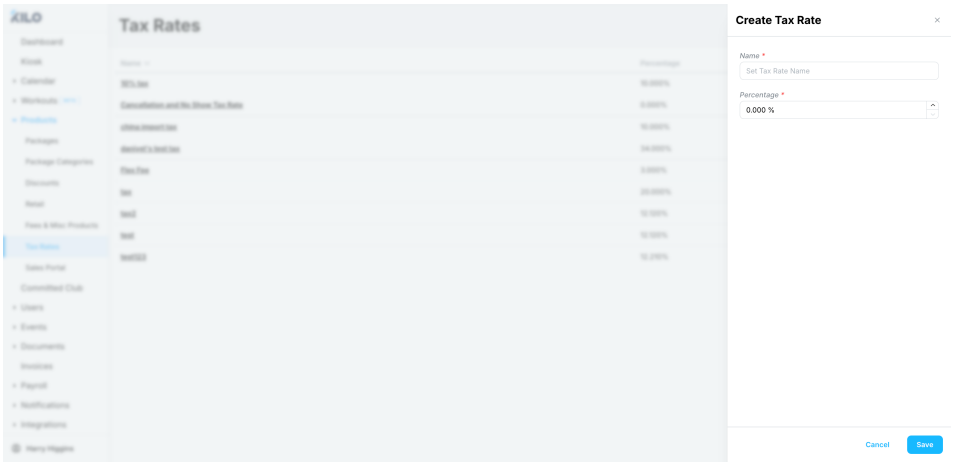
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## How do I add a tax rate?

**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.

To edit a tax rate, click the blue action button - **Edit - update the tax rate - save**

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# 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.

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# 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

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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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