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Uncredited Reservations Explained

Laura Gibson - 2026-09-21 - [Calendar & Scheduling](#)

Owners or Staff members can make class reservations and appointment bookings (either one-time or recurring) without requiring a package by adding the Athlete to the schedule as **uncredited**. This is an **internal process only** - Members cannot schedule uncredited classes.

Uncredited Class Reservations

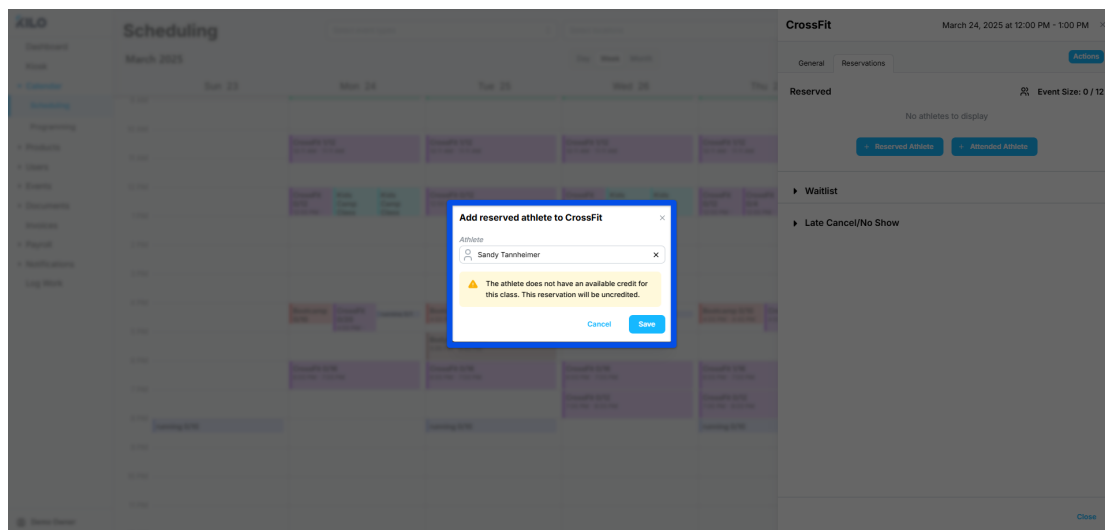
You can add an Athlete to a class even if they **do not have an active package**.

How to Reserve an Athlete for a Class Without a Package:

1. Open the class event on the *Schedule*.
2. Click *+Reserved Athlete*.
3. Search for the Athlete's name.
4. Click *Save*.

❏ Important Notes:

- If an Athlete is scheduled without a package or credit, a notification will appear indicating an "uncredited reservation."
- **Check-in will not be possible** until the uncredited reservation is resolved.
- Utilize the "Uncredited Reservation" report to help resolve uncredited reservations.
- To resolve an uncredited reservation, add a package to the Athlete's profile with the appropriate class credits.

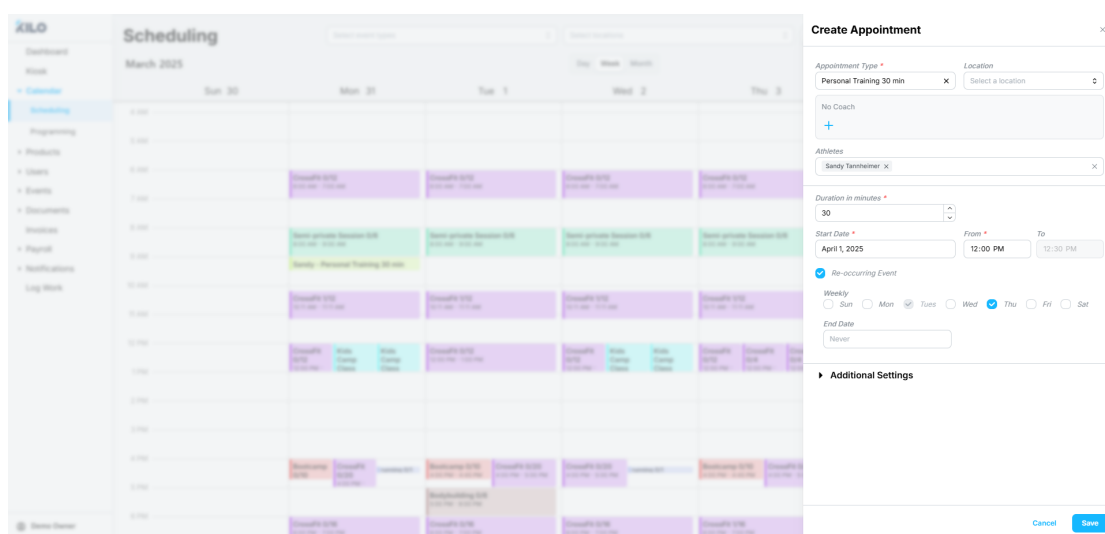


Uncredited Appointments

You can schedule **one-time** or **recurring** appointments without requiring an active package.

How to Schedule an Appointment Without a Package:

1. Open the *Schedule*.
2. Click to *add a new appointment*.
3. Select the *Athlete*.
4. Set the *start date and time*.
5. If recurring, check *Re-occurring Event*.
6. Click *Save*.



What to Expect:

- A confirmation message in the lower-left corner will state:

"Appointment created successfully with one or more uncredited reservations."

The screenshot shows the Kilo Scheduling interface. On the left is a sidebar with navigation links: Dashboard, Kiosk, Calendar, Scheduling, Programming, Products, Users, Events, Documents, Invoices, Payroll, Notifications, and Log Work. The main area is titled 'Scheduling' and shows a calendar for March 2025. A notification box at the bottom left states: 'Recurring appointment created successfully with one or more uncredited reservations.' The calendar displays various appointments for an athlete named Sandy, including CrossFit, Kids Camp, and Personal Training sessions.

- In the Athlete's profile under the Reservations tab, the appointment will be marked as **"uncredited."**

The screenshot shows the Kilo Athlete Profile for Sandy Tannheimer. The 'Reservations' tab is selected. A table lists reservations with columns: Date, Time, Event, Reserved, Attended, Weekday, Bulk Added, Credited, and Delete. A blue box highlights the 'Credited' column, which contains 'No' for all reservations, indicating they are uncredited.

Date	Time	Event	Reserved	Attended	Weekday	Bulk Added	Credited	Delete
03/31/2025	9:00 AM	Personal Training 30 min	Yes	No	Monday	No	No	Yes
04/01/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
04/06/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
04/15/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
04/22/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
04/29/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
05/06/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
05/13/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
05/20/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
05/27/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes
06/03/2025	12:00 PM	Personal Training 30 min	Yes	No	Tuesday	No	No	Yes

- **Check-in will not be possible** until the reservation is resolved.

Resolving Uncredited Reservations

Gym Owners or Admins must add a package to the Athlete's profile **before check-in** is allowed. Ensure the package includes the necessary **class or appointment credits** and that the package's **start and end dates cover the uncredited reservation period**. Without proper date coverage, the uncredited reservations will not convert to credited sessions.

If you have any questions about uncredited reservations, please reach out to Kilo Support at hello@usekilo.com.