



[Knowledge Base](#) > [Gym Management Software](#) > [Calendar & Scheduling](#) > [Understanding the Waitlist](#)

Understanding the Waitlist

Laura Gibson - 2026-10-12 - [Calendar & Scheduling](#)

The Waitlist feature in Kilo allows Athletes to 'reserve' a class that is at capacity with the capability of being added to the class when/if an Athlete cancels a reservation.

- Note
 - If a reserved Athlete cancels in advance and within the cancellation window, the next Athlete on the waitlist will automatically bump up into the upcoming class.
 - Athletes who are on the Waitlist will not utilize a credit allocation.
 - Athletes must have available credits to join the waitlist.
 - Set the number of allowed athletes on your waitlist in your [Account Settings](#) in Kilo

For Athletes: Join the Waitlist for an Event

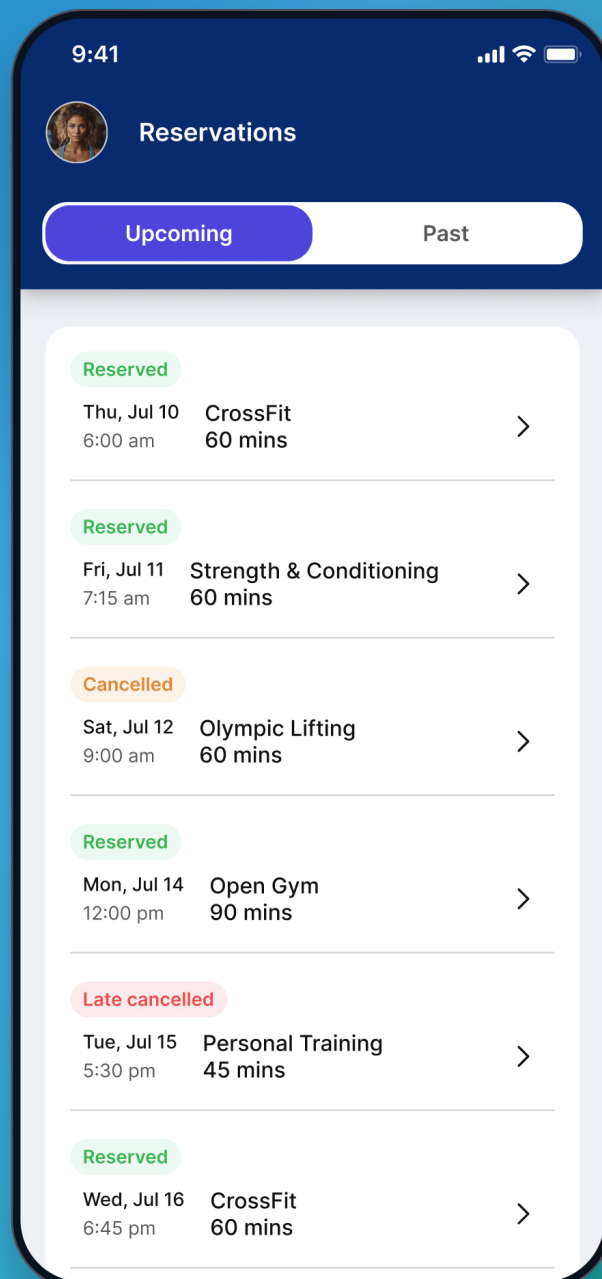
1. Log in to the Kilo - Members app.
2. Click the "Classes" tab to make a reservation
3. Click "Add to Waitlist"
 1. The waitlist reservation will be viewable in the "Reservations - Upcoming" tab with the tag "Waitlisted", along with the number on the waitlist (i.e. Waitlisted #1).
 2. An athlete can view and edit upcoming reservations, including Waitlist reservations.



RESERVATIONS

Every booking in one place

Upcoming and past classes, attendance
history and one-tap cancellation.



For Athletes: Remove a Waitlist Reservation

1. Log in to Kilo - Member app
2. Click "Schedule"
3. Click "Leave Waitlist" and confirm leaving the waitlist
4. The Schedule will update automatically and remove the session from "Reservations"
5. If the Athlete attempts to remove their reservations outside of the 'cancellation window,' the "Leave Waitlist" option will be unavailable. The Athlete will need to reach out to Staff and request to be manually removed from the waitlist.

1:25



Schedule

Stop

Classes

Appointments



October 2026



SU

MO

TU

WE

TH

FR

SA

11

12

13

14

15

16

17

Small Group Personal ...

Waitlisted #1

🕒 5:00 - 6:00 pm

👤 7/6 participants

🗑 Leave Waitlist

Small Group Personal Tr...

Upcoming

🕒 6:00 - 7:00 pm

👤 4/6 participants

Small Group Personal Training

Ended



Schedule



Workout



Reservations

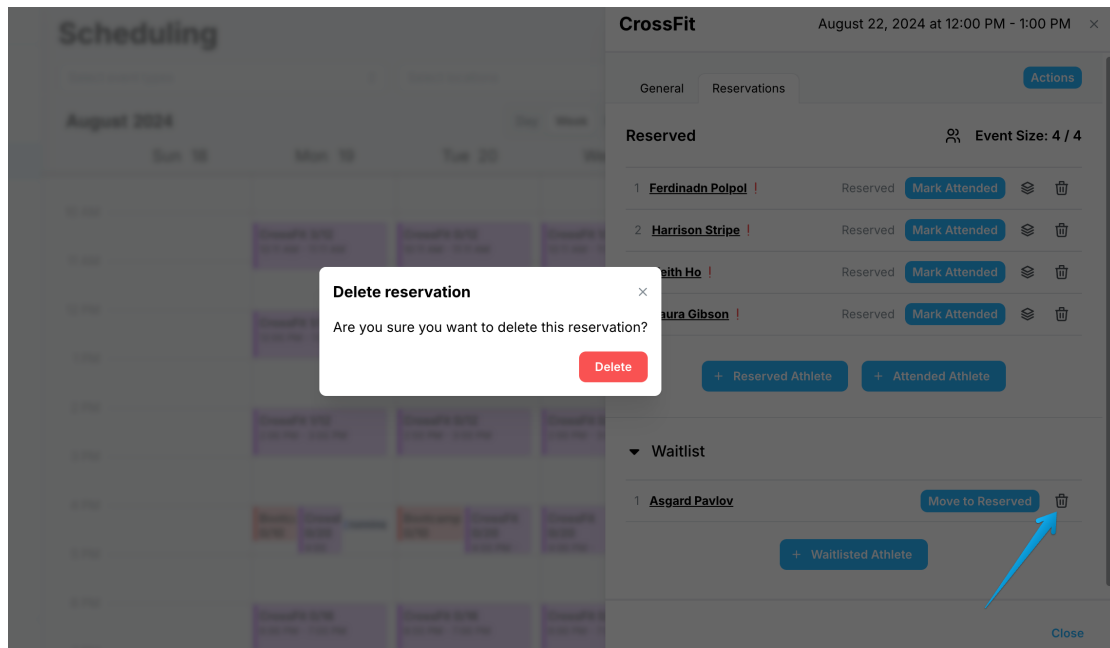
For Admin/Staff: Adding an Athlete to the Waitlist

1. Go to the Schedule in your Kilo account
2. Click on the class event that the Athlete would like to join
3. Select the Reservation tab
4. Click the Waitlist drop-down
5. Select '+ Waitlist Athlete'
6. Search for and select the Athlete
7. Save

The screenshot displays the Kilo account interface. On the left, a 'Scheduling' calendar for August 2024 is visible, showing various class events. On the right, the 'CrossFit' event details for 'August 22, 2024 at 12:00 PM - 1:00 PM' are shown. The 'Reservations' tab is active, displaying a list of reserved athletes: Ferdinand Polpot, Harrison Stripe, Keith Ho, and Laura Gibson. Each entry includes a 'Mark Attended' button and a trash icon. Below the list are buttons for '+ Reserved Athlete' and '+ Attended Athlete'. A 'Waitlist' section is also visible, showing a single entry for Asgard Pavlov with a 'Move to Reserved' button and a trash icon. A red box highlights the '+ Waitlisted Athlete' button in the Waitlist section.

For Admin/Staff: Remove an Athlete from the Waitlist

1. Go to the Schedule in your Kilo account
2. Click on the relevant class event
3. Select the Reservation tab
4. Click the Waitlist drop-down
5. Click the trash can icon to the right of the Athlete's name
6. Confirm that you'd like to delete the waitlist reservation



Waitlist Notifications

Athletes can receive an email notification when moving from the waitlist to reserved when Notifications have been enabled. To enable, go to

Notifications - Automation Flow Builder - click the Blue action button - Enable.

The circle will turn blue when enabled.

Flows							
Flow trigger	Recipients	Delivery Mode	Notification Time	Notification Template	Notification Type	Enabled	
Appointment Canceled	Athletes	Immediate	Immediate	[Athletes] Appointment Canceled	Email	☒	
Appointment Canceled	Coaches	Immediate	Immediate	[Coaches] Appointment Canceled	Email	☒	
Appointment Created (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Created (Recurring)	Email	☒	
Appointment Created (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Created (Recurring)	Email	☒	
Appointment Created (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Created (Single)	Email	☒	
Appointment Created (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Created (Single)	Email	☒	
Appointment Rescheduled (Recurring)	Athletes	Immediate	Immediate	[Athletes] Appointment Rescheduled (Recurring)	Email	☒	
Appointment Rescheduled (Recurring)	Coaches	Immediate	Immediate	[Coaches] Appointment Rescheduled (Recurring)	Email	☒	
Appointment Rescheduled (Single)	Coaches	Immediate	Immediate	[Coaches] Appointment Rescheduled (Single)	Email	☒	
Appointment Rescheduled (Single)	Athletes	Immediate	Immediate	[Athletes] Appointment Rescheduled (Single)	Email	☒	
Athlete Moved from Class Waitlist to Reserved	Coaches	Immediate	Immediate	[Coaches] Athlete Moved from Class Waitlist to Reserved	Email	☒	
Athlete Moved from Class Waitlist to Reserved	Athletes	Immediate	Immediate	[Athletes] Athlete Moved from Class Waitlist to Reserved	Email	☒	
Athlete Payment Failed	Staff	Immediate	Immediate	[Staff] Athlete Payment Failed	Email	☒	
Athlete Payment Failed	Athletes	Immediate	Immediate	[Athletes] Athlete Payment Failed	Email	☒	
Athlete Payment Successful	Staff	Immediate	Immediate	[Staff] Athlete Payment Successful	Email	☒	
Athlete Payment Successful	Athletes	Immediate	Immediate	[Athletes] Athlete Payment Successful	Email	☒	
Athlete Removed from Class Reservation	Athletes	Immediate	Immediate	[Athletes] Athlete Removed From Class Reservation	Email	☒	
Athlete Removed from Class Reservation	Coaches	Immediate	Immediate	[Coaches] Athlete Removed From Class Reservation	Email	☒	
Athlete Reservation Added to Class	Coaches	Immediate	Immediate	[Coaches] Athlete Reservation Added to Class	Email	☒	
Athlete Reservation Added to Class	Athletes	Immediate	Immediate	[Athletes] Athlete Reservation Added to Class	Email	☒	
Class Canceled	Athletes	Immediate	Immediate	[Athletes] Class Canceled	Email	☒	

Athletes can receive an SMS message notification by setting up a new Flow. This [Help Article](#) provides the steps to set up a new Flow automation.

For further questions about the Waitlist in Kilo, email our Support team at hello@usekilo.com.