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Why You Can't Reserve a Class in the Kilo App

Laura Gibson - 2026-10-06 - [Packages & Payments](#)

If the Kilo app won't let you **reserve a class**, the message on the screen points to the reason. This article covers the messages you might see, what each one means, and what you can do to get into the class you want.

What you can do

- Find out why a reservation isn't going through
 - Free up a credit by canceling a class you won't attend
 - Switch to a different class on the same day
 - Check when booking opens and closes for a class
-

Why does the app say I don't have enough credits?

Your credits are already being used by other reservations. A credit is used the moment you reserve a class, so the classes you've booked for later in your credit period count against your total before you attend them. When every credit is set aside for an upcoming class, the app shows **Not enough credits** and won't let you reserve another one.

4:28



Class Detail

⚠ Not enough credits

You need available credits to reserve this class. Reach out to your gym or purchase a new package.

[Explore Packages](#)

class A

Wed, Oct 21 · 4:00 - 5:00 am

Class Details



Santiago Beltran
Coach 1

Location

Spots available 10 of 10

Reservations open Mon, Sep 21 · 4:00 AM

Reservations close Wed, Oct 21 · 3:30 AM

Free cancellation until Oct 21 · 2:00 AM

[Reserve Spot](#)



Schedule



Workout



Reservations

To get into the class:

- Cancel an upcoming reservation you no longer plan to attend. The credit goes back to your package right away, and you can reserve the class you want.
- Tap **Explore Packages** to see other packages your gym offers.

To see how many credits you have and how many are already in use, see [Check Your Credits in the Kilo App](#).

How do I cancel a reservation to free up a credit?

1. Tap **Reservations** at the bottom of the app.
2. Find the date of the class you want to cancel.
3. Tap the class.
4. Tap **Cancel Reservation** near the bottom of the screen.

4:52



Class Detail

CrossFit

Wed, Oct 7 · 9:30 am

✓ Reserved

Class Details



Laura Coach
Coach 1

Location

—

Spots available

11 of 12

Reserved Athletes

Laura

Cancel Reservation



Schedule



Workout



Reservations

The credit returns to your package, and you can use it to reserve another class.

Default

Each class shows a **Free cancellation until** time. Canceling after that time counts as a late cancellation, and your gym may charge a fee or keep the credit.

Why can't I book two classes on the same day?

Your gym allows one class reservation per day. If you already have a class reserved that day, the app shows: *You already have a class reserved on this day. Cancel it first if you want to switch.*

4:28



Schedule

Classes

Appointments



class A

Tue, Oct 20 · 4:00 - 5:00 am

10 of 10 spots available

Free cancellation until:

Oct 20 · 2:00 AM

Booking closes: Oct 20 · 3:30 AM

Confirm Spot



You already have a class reserved
on this day. Cancel it first if you
want to switch.

[Go back](#)

CrossFit

Upcoming

🕒 8:00 - 9:00 am

👤 0/12 participants



Schedule



Workout



Reservations

To switch classes, cancel your existing reservation for that day, then reserve the class you want.

Why can't I reserve a class yet?

Booking may not be open yet, or it may have already closed. Each class has a set time when reservations open and a set time when they close. Tap the class to open **Class Detail** and check **Reservations open** and **Reservations close**.

- If booking hasn't opened yet, come back after the **Reservations open** time.
 - If booking has closed, the class is starting soon and can no longer be reserved. Check with your gym if you still want to attend.
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Frequently asked questions

Will I get my credit back if I cancel?

Yes, if you cancel before the Free cancellation until time. The credit goes back to your package right away. If you cancel after that time, your gym may charge a late cancellation fee or keep the credit.

Can I reserve classes in my next package period?

Yes, if your package renews automatically. When **Auto-renew** is on, you can reserve classes in your next package period once booking opens for them. If your package doesn't renew, you can only reserve classes within your current package dates.

Why can't I use my credits for a certain class?

Your credits only work for the classes your package includes. Check **Includes** on your package in **My Packages**. If the class isn't listed, ask your gym which package covers it.

Why does the app say I have credits but I still can't book?

Check the message on the screen. You may already have a class reserved that day, booking may not be open yet, or booking may have closed. Each of those has its own message or detail on the class screen.

Helpful tips

- Reserve only the classes you plan to attend so your credits are there when you need them
 - Cancel classes you won't make as early as you can, before the **Free cancellation until** time
 - Check **Reservations open** on a class you want so you know when you can book it
 - Look at your upcoming reservations when the app says you don't have enough credits
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If you have questions about your account, your membership, or the classes at your gym, contact your gym administrator. They manage your account in Kilo and can help you directly.

- Tags
- [Gym Management](#)