

App Store complaint report

Airbnb · Airbnb, Inc. · current version 26.43

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-03-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	1.5
Reviews with a complaint	171 (57%)
Storefronts	GB 150, US 100, CA 50
All-time App Store rating (US)	4.76 from 703,035 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	91	2.4	26.42 (17), 26.41 (13), 26.40 (9)
Bugs	69	2.5	25.09.1 (24), 26.41 (9), 26.42 (8)
Feature requests	41	2.3	25.09.1 (9), 26.41 (4), 26.33 (3)
UX / design	23	2.2	26.32 (2), 26.42 (2), 26.27 (2)
Crashes / freezes	11	2.8	25.09.1 (8), 25.07 (1), 26.40 (1)
Performance	4	2.2	26.42 (1), 26.22.1 (1), 25.09.1 (1)
Ads	1	1.5	26.40 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.43	6	1.0	33%
26.42	55	1.5	47%
26.41	31	1.2	65%
26.40	24	1.4	67%
26.39	9	1.2	44%
26.38.1	8	1.8	50%
26.38	3	2.7	33%
26.37	9	1.9	44%

Representative quotes

Pricing / subscription

“Had a very unsafe and terrible experience – I was a loyal Airbnb customer until this experience changed everything. I arrived at my booked property in Shoreditch to find I couldn’t get inside. The host was completely unreachable — no response to messages or ca” (1★, v26.22.1, GB, 2026-05-31)

“Pathetic. No care for client. – During my stay in Ballito, every single picture on the walls was damaged, all the furniture units were scratched, the beds were absolutely disgusting(I bought a mattress protector as couldn’t afford to go anywhere else, no clea” (1★, v26.30, GB, 2026-07-25)

Bugs

"Buggy on iOS27 - The app has a serious problem running on iOS27 and iPhone 17. Waking the phone while the app is running results every time in the screen turning black so I cannot use it and must restart the phone. Where is your Quality Assurance on this app?" (2★, v26.40, US, 2026-10-06)

"Appalling Service - Absolutely appalling experience with Airbnb customer service. I spent over 24 hours trying to book accommodation for my birthday weekend, only for Airbnb's payment system to repeatedly fail my payments on both my debit card and Apple Pay. " (1★, v26.22.1, GB, 2026-05-29)

Feature requests

"app not working for loyal customer with older ISO devices! - App not letting me in unless I up date but the app will not let me update?? why! I have done the normal on off etc still can not up date. in this app store your app support is unavailable as the sc" (1★, v25.09.1, GB, 2026-05-13)

"Not doing this again... - I used to like this app/company, but all of my experiences haven't been the best when renting people's homes. You see these hotel commercials on TV and they aren't lying. Every home we rent for 1-2 weeks (every trip), comes with its s" (1★, v26.41, US, 2026-10-13)

UX / design

"Never improved UI - ...I'm a long term user of the app. I'm surprised the developers have never improved the user interface. Searching for any specific property is impossible. The little notice that pops up saying 'You're in luck, this Otis usually booked', or '" (1★, v26.35, GB, 2026-08-31)

"Can no longer use this app for booked holiday! - Really frustrated that you have designed your app so I can only use it for my pre booked holiday if I purchase a newer iPhone, when mine works perfectly well - not a very environmental decision." (1★, v25.09.1, GB, 2026-05-02)

Crashes / freezes

"App update - Don't work on older devices scream goes black will not use site ever again" (1★, v25.09.1, GB, 2026-05-15)

"New Version ISO18 - Won't load on my iPad, older version so I cannot use it so that's one customer gone☹☹" (1★, v25.09.1, GB, 2026-05-01)

Performance

"worse and worse - this app gets worse after every update. Lagging notifications and very slow. Just keep basics done right please." (1★, v26.22.1, GB, 2026-05-29)

"Watch out for fake claims - I had a fake claim for damages hovering over my for eight weeks. Airbnb appallingly slow. They did eventually decide I had nothing to owe. Ruined the holiday however." (1★, v26.13, GB, 2026-03-31)

Ads

"Uses notifications as ads - Stop abusing the app notification system for advertising your product, Airbnb!" (2★, v26.40, CA, 2026-10-07)

The 10 most important fixes

1. Answer support requests [Bugs · 113 reviews · avg severity 2.4/3 · versions 26.41, 26.42]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Unreliable platform, rogue algorithms, and zero support - Do not trust this app with your travel plans. Airbnb abruptly canceled a fully paid, confirmed reservation and permanently deactivated my account with zero explanation. To make matte" (1★, US)

2. Soften the redesign backlash [UX / design · 28 reviews · avg severity 2.4/3 · versions 26.42, 25.09.1]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"App not working - App doesn't work on my iPhone 8. I'm a host so I can no longer accept bookings on my phone! AirBnB should allow bookings to be made on earlier versions of the app - nothing has changed on that front, the upgrade is for fan" (1★, GB)

3. Fix login / account access [Bugs · 19 reviews · avg severity 2.6/3 · versions 26.41, 25.09.1]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"yh no - Was great until they wont verify my email after already sending a code to my email to log in. and wont let me rent a house after ive submitted multiple appeals." (1★, US)

4. Justify or adjust the price [Pricing / subscription · 21 reviews · avg severity 2.3/3 · versions 26.42, 26.41]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“Expensive – All deals on Airbnb are so expensive. Recently, I searched for 4 trips - Ottawa, NY, Vermont and Missouri. I couldn’t find a single decent deal. Don’t know what’s going on .. PriceLine is able to offer better prices with excellence” (1★, US)

5. Improve content quality [Feature requests · 15 reviews · avg severity 2.1/3 · versions 26.41, 26.24.3]

Review the content areas users name; add a "report a problem" button on content.

“Too many inaccurate listings – Airbnb not interested in removing these inaccuracies. For example you cannot send Airbnb support screenshots of messages from hosts saying their property does not in fact have the facilities advertised. Airbnb” (2★, GB)

6. Simplify navigation [UX / design · 12 reviews · avg severity 2.1/3 · versions 26.42, 26.13]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

“App UI sucks – Terrible app. Very confusing, not build for hosts.” (1★, GB)

7. Ship the most requested feature [Feature requests · 13 reviews · avg severity 1.9/3 · versions 26.41, 26.33]

Read the quotes below for the exact request; consider a public roadmap.

“Features – Feedback for developers- please add an X button beside the ♥ button so that I can rule places out. It would be great to have a place to add notes about each listing. When you are looking at hundreds of listings, they start to ge” (3★, CA)

8. Make trials and renewals transparent [Pricing / subscription · 9 reviews · avg severity 2.3/3 · versions 26.41, 26.40]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

“Extremely Disappointing Experience – I had a very frustrating experience with Airbnb. I booked a stay and requested to cancel less than 24 hours after making the reservation, but I was unable to get a full refund. It is extremely disappoint” (1★, US)

9. Fix features broken by the latest update [Bugs · 6 reviews · avg severity 2.4/3 · versions 26.22.1, 26.24.3]

Add regression tests for the features users name in these reviews before the next release.

“Can’t return to homepage from reviews – This used to be relatively bug free but has become very unusable since its last update (iphone)” (2★, GB)

10. Fix crash on launch [Crashes / freezes · 5 reviews · avg severity 2.8/3 · versions 25.09.1, 24.41]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“Left behind – I used to like Airbnb and have only ever stayed in them - but now I can’t load the app on my phone. I have no intention of changing my phone just to comply. This along with the support of ICE in America sadly means I will be m” (3★, GB)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.