

App Store complaint report

Bolt: Request a Ride · BOLT TECHNOLOGY OU · current version 255.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2025-05-22 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.41
Reviews with a complaint	151 (50%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.79 from 180,529 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	107	2.3	254.0 (11), 253.0 (11), 251.0 (10)
Bugs	62	2.3	254.0 (9), 250.0 (7), 252.0 (5)
Performance	28	2.2	250.0 (4), 253.0 (3), 249.0 (3)
Feature requests	15	2.1	254.0 (3), 252.0 (1), 251.0 (1)
UX / design	4	2.1	254.0 (1), 251.0 (1), 244.0 (1)
Crashes / freezes	2	3.0	249.0 (1), 250.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
255.0	13	2.5	46%
254.0	32	3.1	50%
253.0	21	2.5	62%
252.0	26	2.6	38%
251.0	29	3.1	41%
250.0	29	2.5	45%
249.0	31	2.3	39%
248.0	26	2.1	38%

Representative quotes

Pricing / subscription

“The app doesn’t have many drivers – I’m waiting more then 30 minutes still no driver accepted my ride, I pay the same price as others so don’t use this app,” (1★, v251.0, CA, 2026-09-27)

“Terrible cheats – On the app it will off you say 40% 5 trips when you book it will then say if you want a drive to except you need to put the price up. What is the point of giving me a discount if you are going to force me to pay more. The drive love to cance” (2★, v247.0, GB, 2026-08-30)

Bugs

“Works unlike uber – Uber simply doesn’t work anymore. Gives generic errors so clearly now hiring poor quality engineers using AI. I’m new to bolt but I installed it and it instantly worked, gave me a cheaper rate and a better price!! Never going back to stupid” (5★, v254.0, GB, 2026-10-12)

“Shutup Bolt – ☆☆☆ 1 Star Very poor app for drivers. Bolt does not provide proper support when riders create problems or behave badly. The app is extremely slow, and booking and reservation issues cause unnecessary waiting and waste drivers’ valuable time. D” (1★, v254.0, GB, 2026-10-18)

Performance

“The Trashcan of E-Bikes & Scooters – Maybe it’s just in Brussels but, wow, these scooters and bikes have seen less maintenance than my diet. First bike, zero pedal assist, front tire was mostly flat, rode it .3km and swapped for a scooter. Scooter didn’t” (1★, v195.0, CA, 2025-07-22)

“Manipulative and unacceptable. – Just charge a higher fare upfront, don’t do this “pay extra to confirm” nonsense it’s disingenuous. the fact that i was waiting 15+ minute’s until i paid the extra ‘priority’ charge is and immediately got a rider confirmed tell” (1★, v249.0, GB, 2026-09-13)

Feature requests

“Limited options for pets – I Cant reserve a ride with a pet AND a larger vehicle. Please have your IT team fix this!” (1★, v209.0, CA, 2025-10-31)

“Not the best – When using promo codes, the tip option is suppressed, so if you want to tip your driver you need to have cash, it defies the purpose.” (3★, v244.0, CA, 2026-08-08)

UX / design

“Pas clair du tout – J’ai chargé l’application et commander un chauffeur. Le chauffeur me dit qu’il est là mais dans les faits, il n’y est pas. L’adresse est précise, je lui donne même des précisions sur l’endroit. Toujours pas de chauffeur, j’attends, après pl” (1★, v202.0, CA, 2025-09-09)

“Mostly Good – I have used Bolt several times in Portugal and it has worked well with some inconveniences. I was an hour away from a scheduled pickup time and the app would not let me edit my pickup time, wanted me to cancel and rebook for an extra 10.50Euros. ” (3★, v251.0, CA, 2026-09-23)

Crashes / freezes

“Truly awful and scammy – App dies not work and charges fees with no warning” (1★, v250.0, US, 2026-09-16)

The 10 most important fixes

1. Answer support requests [Bugs · 47 reviews · avg severity 2.4/3 · versions 249.0, 252.0]

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

“Lost my belongings and received absolutely appalling customer service – I left my brown COS cashmere headscarf in a Bolt vehicle on 8 September and reported it immediately after the journey. All I wanted was to retrieve my item, but what fo” (1★, GB)

2. Make trials and renewals transparent [Pricing / subscription · 45 reviews · avg severity 2.2/3 · versions 250.0, 254.0]

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

“Very unsatisfied – I got subscription when I was in Europe and cancelled my subscription when I got back to Canada but still get charged every month. I emailed and asked for refund but no-one got back to me. Do not subscribe to their app th” (5★, CA)

3. Justify or adjust the price [Pricing / subscription · 19 reviews · avg severity 2.2/3 · versions 251.0, 249.0]

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

“Entirely inconsistent – Can’t depend on this app. Price changes constantly. Drivers cancel for no reason. Sometimes you wait 20 mins just to get accepted and then have the driver cancel and you go to open the app to call another and the cos” (1★, CA)

4. Improve content quality [Feature requests · 5 reviews · avg severity 2.1/3 · versions 254.0, 252.0]

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

“Not the correct driver – Said two minute pickup but it was 9 and he was all over on the map. Wrong bike ad listed, wrong driver as listed. Tried to drop me off at international because he said he didn’t know where domestic was.” (1★, US)

5. Fix notifications [Bugs · 5 reviews · avg severity 2.0/3 · versions 248.0, 225.0]

Check notification delivery and let users control frequency in settings.

"Failed at the one thing it's supposed to do – Made a reservation for pickup the day before my international flight. Car didn't show at the scheduled time and canceled, with no notification at all from the app. Unable to get a driver after a" (1★, US)

6. Fix login / account access [Bugs · 3 reviews · avg severity 2.3/3 · versions 251.0, 239.0]

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

"Hard time getting code – I'm travelling to Europe next week and no matter how many times I try, I don't get the sign in code. Please help." (1★, US)

7. Ship the most requested feature [Feature requests · 2 reviews · avg severity 1.9/3 · versions 206.0, 250.0]

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

"Decent – It's a very handy app, but for some reason my drivers are always asking where I am/going. Can they not see? Drivers should not be able to mark that they've arrived if they're not close enough. I often have a driver 15 minutes aw" (4★, CA)

8. Ease payroll pressure [Pricing / subscription · 2 reviews · avg severity 1.8/3 · versions 254.0, 251.0]

Keep core features usable for free users or explain clearly what is paid; show the payroll less often.

"Great when they show – I've taken a few rides now and when they show up the service and cars have been great. However, I have been jostled around having drivers accept then cancel and or Bolt will say its a busy time and if I want expedite" (4★, US)

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.