

App Store complaint report

easyJet: Travel App · easyJet Airline Company Limited · current version 4.22.108

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2024-11-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.42
Reviews with a complaint	266 (89%)
Storefronts	GB 300
All-time App Store rating (US)	4.81 from 59,645 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	206	2.5	4.3.28 (41), 4.4.26 (14), 4.3.132 (14)
UX / design	121	2.3	4.3.28 (32), 4.3.132 (9), 4.1.212 (8)
Feature requests	99	2.2	4.3.28 (22), 4.4.26 (7), 4.3.132 (7)
Performance	46	2.6	4.3.28 (8), 4.4.26 (5), 4.1.212 (5)
Crashes / freezes	33	2.7	4.3.132 (4), 4.3.28 (4), 4.4.26 (3)
Pricing / subscription	29	2.2	4.20.72 (3), 4.3.28 (3), 4.2.76 (3)
Ads	3	2.3	4.21.120 (1), 4.15.63 (1), 4.2.76 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.22.108	1	1.0	100%
4.22.107	5	2.2	60%
4.21.120	8	1.8	75%
4.20.72	10	1.4	70%
4.19.139	3	1.0	100%
4.18.50	8	1.8	88%
4.17.99	5	1.2	80%
4.16.61	7	1.0	57%

Representative quotes

Bugs

“App no longer works after most recent update! – What are the bug fixes that the new version of the app is supposed to fix if all that’s happened is it no longer works! Does anyone ever check updates before releasing them? A booking system that you can no longer” (1★, v4.4.26, GB, 2025-03-30)

“app is broken for screen reader users – app used to work really well, but now it is impossible to select title and age with screen reader. This means that we will probably need to find another way of travelling because we are blind and cannot complete the book” (1★, v4.22.107, GB, 2026-09-28)

UX / design

"Absolutely useless – I tried to book tickets on this app, it wouldn't allow me to add tickets to the basket so I can't book the ticket. And the whole system is so confusing with different bags options. The worst is the check in closes one hour before departure" (1★, v4.5.55, GB, 2025-06-18)

"First time user – This is by far most confusing and useless app I have ever had the misfortune to use" (1★, v4.1.212, GB, 2024-11-26)

Feature requests

"...lack of graphics mean you can no longer play the game of personally predicting when your inbound flight might eventually arrive. Please can we go back to the old app. Another disastrous update, a simple disrupted flight, (seems to happen quite a lot!) But y" (1★, v4.2.43, GB, 2024-11-27)

"Absolutely useless app! – This app used to be great! Now it's worse than useless. I can't see my bookings anymore unless I log in through their website. If I want to make changes, it can't be done on the app. It also intermittently logs me out for no appare" (1★, v4.4.141, GB, 2025-05-05)

Performance

"Useless – I would not trust this app all. It cannot even load the passes at home on WiFi, even though I have already downloaded them earlier, never mind trying to download them roaming in another country. I will have to log on the website and print them. It " (1★, v4.3.28, GB, 2024-12-27)

"Check in broken – Can't skip through adverts it gives you for food and drink vouchers you'll never need and then won't load it so you're stuck at check in" (1★, v4.21.120, GB, 2026-08-31)

Crashes / freezes

".. – EasyJet? An Absolute Disaster! Nothing but theft, negligence, and incompetence! I have never experienced such a terrible, careless, and utterly disgraceful company! The app is a complete mess. It barely works, crashes constantly, and provides zero guidanc" (1★, v4.5.55, GB, 2025-06-16)

"Crashes every time – Had to give this one start but hard to give anything else as it crashes every time I open it so it's just useless!!" (1★, v4.1.212, GB, 2024-11-21)

Pricing / subscription

"Massive downgrade – As you've already found out from pretty much everyone, the latest revamp is an absolute disaster on so many levels. Causing this level of frustration is really unnecessary. I'm literally trying to give you my money but you make it so hard. " (1★, v4.2.76, GB, 2024-12-05)

"Shocking app – This app has previously led to me booking the wrong time for a flight, which I couldn't get a refund for and had to re-book a different time on the same day, paying twice. Then, last night on a new booking, the app wouldn't let me check into th" (1★, v4.5.55, GB, 2025-06-19)

Ads

"Latest updates make the app worst – I just want to be able to add my flight to my calendar, I don't care about the bazillion upsells. The app is slower, didn't think that was possible. I'll look for flights from other companies given how bad the experience is" (1★, v4.2.76, GB, 2024-12-09)

"Outstanding in many way; incredibly annoying in others – This review would be 5* if it weren't for the ridiculous sales notifications. Apps for flying are crucial in terms of important notifications - but to use the same notifications for sales is annoying and" (2★, v4.15.63, GB, 2026-03-03)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 87 reviews · avg severity 2.3/3 · versions 4.3.28, 4.3.132]

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

"New app is useless – New app is useless, much worse than the old one ,doesn't remember traveller details, GUI is bad , looks more like a webpage than an app. If easyJet is looking to cut their losses with a cheap and nasty app, they are goi" (1★, GB)

2. Simplify navigation [UX / design · 60 reviews · avg severity 2.3/3 · versions 4.3.28, 4.1.212]

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

"So terrible – What happened to this app? Booked a holiday and never got confirmation. Had to go through weird menus to even find it. Check in experience awful. Then get boarding passes as pdf but no way to save them. Apple wallet save just " (1★, GB)

3. Fix features broken by the latest update [Bugs · 50 reviews · avg severity 2.4/3 · versions 4.3.28, 4.4.26]

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

"App not working with new iOS 18.2 – App and website not working with the new iOS 18.2 update cannot add booking on app it says it cannot find it and on website cannot access bookings just keep getting error message with a long error code nu" (1★, GB)

4. Stop data / progress loss [Bugs · 39 reviews · avg severity 2.3/3 · versions 4.3.28, 4.2.43]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"Denies they fly a route – Displays previous holiday searches although I've deleted them. Searched for Edinburgh to Turkey and it says the route not flown. They do, twice a week. Used the website and the option for booking holidays was avail" (2★, GB)

5. Ship the most requested feature [Feature requests · 40 reviews · avg severity 2.1/3 · versions 4.3.28, 4.1.212]

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

"Please give us the old app back – The new app is a complete disaster. It's main focus seems to be flogging customers things they don't want or necessarily need (hire cars and travel insurance). This comes at the expense of customers becaus" (1★, GB)

6. Fix in-use crashes and freezes [Crashes / freezes · 32 reviews · avg severity 2.6/3 · versions 4.3.132, 4.4.26]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"Useless app – Constantly freezes when I search for holidays, have to constantly start over and redo all of my filters. Gave up in the end" (1★, GB)

7. Fix login / account access [Bugs · 25 reviews · avg severity 2.6/3 · versions 4.3.28, 4.5.55]

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

"Incorrect login details – Just horrible... Tried to login in to my account but the password doesn't worked. Changed the password 4 times, still not working. So I have a booking but I don't have access to add baggage or seats, etc.... I am not a" (1★, GB)

8. Answer support requests [Bugs · 25 reviews · avg severity 2.4/3 · versions 4.20.72, 4.9.54]

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

"..."THIS IS NOT BRAZIL!" They discriminated against me for being Brazilian. They forced me to leave the plane. I had to go to customer service, where they didn't care about my case, and they made me buy another plane ticket. With the same doc" (1★, GB)

9. Speed up loading [Performance · 22 reviews · avg severity 2.5/3 · versions 4.4.26, 4.3.132]

Profile cold start and the slowest screens on older devices; cache content.

"Cannot see flights – Trying to book flights in the last week but after putting all info in, just get a spinning wheel when loading flights. Never had this problem before. Had to look elsewhere for flights, able to see flights on all other a" (1★, GB)

10. Improve content quality [Feature requests · 15 reviews · avg severity 2.1/3 · versions 4.2.76, 4.2.43]

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

"New app version – Would give 0 stars if I could!! Worst new update of the app, the other format worked super well. Now makes people more likely to make mistakes, selects flights automatically wrong and it happened to me twice in 2 different" (1★, 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.