

App Store complaint report

Expedia: Hotels, Flights, Cars · Expedia, Inc. · current version 2026.42

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-18 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.96
Reviews with a complaint	112 (37%)
Storefronts	CA 150, US 100, GB 50
All-time App Store rating (US)	4.79 from 5,983,320 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	73	2.2	2026.41 (20), 2026.35 (11), 2026.37 (10)
Bugs	36	2.5	2026.35 (10), 2026.42 (7), 2026.41 (7)
Feature requests	21	2.0	2026.41 (4), 2026.35 (4), 2026.42 (3)
UX / design	13	2.2	2026.35 (4), 2026.42 (3), 2026.40 (2)
Performance	8	2.6	2026.35 (3), 2026.42 (2), 2026.40 (1)
Crashes / freezes	6	2.9	2026.42 (3), 2026.40 (1), 2026.37 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.42	42	3.0	33%
2026.41	86	3.1	33%
2026.40	27	2.8	48%
2026.39	19	3.2	21%
2026.38	19	2.5	42%
2026.37	37	2.9	35%
2026.35	46	3.1	43%
2026.34	12	2.8	42%

Representative quotes

Pricing / subscription

“Air tickets - I was unhappy , unhappy almost of 6 months. I booked tickets with Expedia via EBA airline. Due to a middle name missed in my booking, they refused to change my booking. I have to refund the tickets price and bought a new ticket more expensive. ” (3★, v2026.41, CA, 2026-10-17)

“Scammers - They told me i was putting a deposit down down and would pay other half when i got her i had to pay all in gull? Why take money then i stull have to pay in full makes no sende i will never use expedia AGAIN” (1★, v2026.41, US, 2026-10-16)

Bugs

“Unable to book anything - Unable to book any hotel for any dates (attempted 15+ variations of hotels and dates), each time get error saying room no longer available. Issue has been ongoing for

3 days now....." (1★, v2026.41, GB, 2026-10-15)

"Worst app and customer service – One weeks ago I tried to book fights all credit card were rejected. Customer service told me that's my card problem and let me work with my card issuer. But after I choose another booking platform, there is no any problem. It's" (1★, v2026.40, CA, 2026-10-10)

Feature requests

"Budget friendly option – Booked this for budget and it did the basic job. Reasonably clean and convenient location although a bit noisy near route 9. Lumpy pillows but mattresses ok. They would only give one single bottle of water one time on check-in even tho" (3★, v2026.34, CA, 2026-08-28)

"Not helping to change E mail ID – I have been requesting to change e mail ID . No help is being given . Every time I mentioned that I am not able to access the given ID . And want to change it . They keep on repeating like broken records. What kind of help is" (1★, v2026.35, GB, 2026-09-09)

UX / design

"Professional scammers – If I could do 0 it would be fair. I was trying to book hotel the same day and app reload to a week later. I didn't catch it, came to hotel 15min after booking and clerk told me it's a week later. Called Expedia agent explain the whole t" (1★, v2026.42, US, 2026-10-22)

"Doesn't work well with screen reader – I've had this app for three months now and it worked great for two months. I think it did an overall update and now does not work well with my screen reader, which is pretty garbage! I guess I'll have to use another app m" (1★, v2026.35, CA, 2026-09-09)

Performance

"Rubbish App Now – Rubbish since they upgraded it! So slow to input details & search. Waste of time!" (2★, v2026.35, GB, 2026-09-10)

"App quits – App quits on you too often - not fit for purpose." (1★, v2026.40, GB, 2026-10-05)

Crashes / freezes

"Not accessible – Application is crashing. Cannot open it since latest update." (1★, v2026.42, US, 2026-10-21)

"App is crashing! – App is crashing when you try to view deals" (1★, v2026.35, CA, 2026-09-09)

The 10 most important fixes

1. Answer support requests [Bugs · 76 reviews · avg severity 2.2/3 · versions 2026.41, 2026.37]

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

"Useless – Service is bad when it comes to actually getting your bookings, specially on cars. They have no responsibility if the car you rented or booking you made requires something different then what it was told with Expedia. When you con" (1★, US)

2. Make trials and renewals transparent [Pricing / subscription · 23 reviews · avg severity 2.2/3 · versions 2026.41, 2026.40]

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

"Very disappointing – I asked agent to change my flight and I keep on asking the new fare price for all 3 passengers she said the amount which was \$6**upon waiting for almost an hour she returned with confirmation saying that the amount is t" (1★, CA)

3. Justify or adjust the price [Pricing / subscription · 23 reviews · avg severity 2.0/3 · versions 2026.35, 2026.40]

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

"Lovely room spacious; restaurants too expensive – This is a pricey place. Recognize that we are paying a premium for such a large room and that's fine. The restaurants are all very expensive and there are no options in house for a reasonabl" (3★, CA)

4. Improve content quality [Feature requests · 16 reviews · avg severity 2.2/3 · versions 2026.35, 2026.41]

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

"Car rental inventory inaccurate and nightmare to get a refund – Rented a car at the airport through Expedia, car wasn't there when we got there. Okay...bad luck. Used the Expedia app to try to find a car at another car rental company in the a" (1★, CA)

5. Fix notifications [Bugs · 8 reviews · avg severity 2.3/3 · versions 2026.41, 2026.37]

Check notification delivery and let users control frequency in settings.

“Notifications won’t turn off – And you can’t reach anybody to try and fix it.” (1★, US)

6. Soften the redesign backlash [UX / design · 5 reviews · avg severity 2.5/3 · versions 2026.35, 2026.37]

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

“Changed – What has happened to Expedia One key cash what a joke averaging 1.50 per night if your lucky Four people beside each other looking at the same hotel I'm a platinum member with over 200 rooms booked this year and we all get four d” (1★, CA)

7. Fix login / account access [Bugs · 5 reviews · avg severity 2.5/3 · versions 2026.42, 2026.35]

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

“keeps crashing – app keeps crashing as soon as I log in. frustrating.” (1★, US)

8. Fix in-use crashes and freezes [Crashes / freezes · 4 reviews · avg severity 2.9/3 · versions 2026.42, 2026.35]

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

“horrible app – it keeps crashing. doesn’t let me book anything” (1★, US)

9. Simplify navigation [UX / design · 4 reviews · avg severity 2.2/3 · versions 2026.42, 2026.37]

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

“App garbage – Very bad services and the app is very bad to navigate” (1★, US)

10. Speed up loading [Performance · 3 reviews · avg severity 2.3/3 · versions 2026.41, 2026.35]

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

“Slow and forced to use it – I hate this app, it is slow and the website forces me to use it.” (1★, 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.