

App Store complaint report

FlixBus & FlixTrain: Tickets · Flix SE · current version 10.10.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 15 storefronts (2026-08-01 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.71
Reviews with a complaint	118 (39%)
Storefronts	DE 53, US 45, GB 41, FR 34, CA 26, IN 23, IT 19, PL 16
All-time App Store rating (US)	4.75 from 176,588 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	84	2.1	10.3.0 (22), 10.8.0 (18), 10.7.0 (12)
Bugs	43	2.1	10.3.0 (11), 10.6.1 (8), 10.8.0 (5)
Feature requests	17	1.8	10.7.0 (4), 10.9.0 (3), 10.8.0 (3)
UX / design	11	2.1	10.9.0 (4), 10.5.0 (2), 10.7.0 (1)
Performance	11	2.1	10.8.0 (3), 10.6.1 (3), 10.3.0 (2)
Crashes / freezes	3	2.0	10.6.1 (1), 10.5.0 (1), 10.2.0 (1)
Ads	1	1.8	10.8.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.10.0	4	3.0	0%
10.9.0	37	2.9	35%
10.8.0	66	2.7	39%
10.7.0	52	3.1	27%
10.6.1	30	2.8	47%
10.6.0	3	3.0	67%
10.5.0	20	2.7	45%
10.4.0	23	2.7	39%

Representative quotes

Pricing / subscription

“...care about us not having a ride to our destination and we was stranded from our bus station in location Fayetteville NC and we had to pay extra money for another ticket for four people to get to our destination in SC for something wasn’t even our fault. We we” (1★, v10.8.0, US, 2026-10-09)

“...‘cancelled’ when we’d changed the return tickets and not the departure tickets (these are the tickets which we were using). i then had to pay another £40 to go and get more tickets into Brussels which came out of the money we’d set aside to spend. i’m thoroug” (1★, v10.3.0, GB, 2026-08-10)

Bugs

"Payment issues – I tried 4 different cards and then had to resort to Apple Pay. Glitchy." (1★, v10.3.0, CA, 2026-08-16)

"App is very glitchy – Should build this in native swift would work much better ☹️" (3★, v10.6.1, GB, 2026-09-05)

Feature requests

"...for details, wasn't updating and marked my bus as departed being nowhere near, causing panic for multiple passengers. The tracking feature needs improving" (2★, v10.3.0, GB, 2026-08-06)

"Mixed emotions – Flix bus prices are pretty affordable, however, their customer service is not great and I wish they had a rewards program for frequent users." (3★, v10.9.0, US, 2026-10-20)

UX / design

"Extremely Disappointing Customer Service and Communication – Today, my 80-year-old mother was scheduled to take this bus. We drove her to the designated departure location, only to find that there was no bus in sight. We waited and waited, with no information " (1★, v10.9.0, CA, 2026-10-18)

"Slow – Poor user interface" (1★, v10.5.0, GB, 2026-08-27)

Performance

"Payment – It took 1.25 hours to try to process a payment through your system?! I almost gave up and went with someone else...." (3★, v10.9.0, CA, 2026-10-20)

"The worst service ever. Maybe because there is no competition, people still use it. Delays every si – ." (1★, v10.8.0, DE, 2026-10-08)

Crashes / freezes

"Truffa – Stavo per acquistare il biglietto e si è bloccato tutto e si è chiuso, ho riaperto e il prezzo era salito del doppio" (1★, v10.6.1, IT, 2026-09-08)

"On line booking – We only have a minute to register for a ticket. That is not enough time to do so. I kept getting kicked out ." (3★, v10.5.0, CA, 2026-08-28)

Ads

"Nervige Push-Werbung – App nervt mit Werbe-Nachrichten, obwohl innerhalb der App explizit deaktiviert." (1★, v10.8.0, DE, 2026-10-02)

The 10 most important fixes

1. Answer support requests [Bugs · 63 reviews · avg severity 2.2/3 · versions 10.8.0, 10.3.0]

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

"Extremely Poor Service and Unprofessional Customer Support – My experience with FlixBus has been extremely disappointing. They cancelled my booking at the last minute, leaving me in a difficult situation. To make matters worse, their custom" (1★, IN)

2. Fix notifications [Bugs · 21 reviews · avg severity 2.2/3 · versions 10.3.0, 10.8.0]

Check notification delivery and let users control frequency in settings.

"Notifications Abuse – This is an app where notifications should be turned on for travel updates, to get alerts about when the bus is late, etc. This app uses notifications for marketing in violation of Apple App Store policies so I will be " (1★, US)

3. Make trials and renewals transparent [Pricing / subscription · 15 reviews · avg severity 1.9/3 · versions 10.3.0, 10.8.0]

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

"Twice charged – You have charged me twice!!!! Refund it asap" (1★, PL)

4. Justify or adjust the price [Pricing / subscription · 11 reviews · avg severity 1.7/3 · versions 10.3.0, 10.2.0]

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

"Trick you on the price! – The ticket prices are not fair! Their A/C, wifi internet, and even toilet are usually not functioning!" (1★, CA)

5. Improve content quality [Feature requests · 7 reviews · avg severity 2.1/3 · versions 10.8.0, 10.3.0]

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

“Great prices, inaccurate timing – The app works well but I’m so sick of the consistently inaccurate arrival and leaving times. Why not just be honest?” (3★, US)

6. Fix login / account access [Bugs · 6 reviews · avg severity 2.5/3 · versions 10.3.0, 10.6.1]

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

“Can’t sign in – Can’t sign in” (1★, US)

7. Simplify navigation [UX / design · 6 reviews · avg severity 2.2/3 · versions 10.7.0, 10.9.0]

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

“Abzock Firma – Busse komme immer zu spät, Menschen sollen und müssen immer verständlich dafür haben aber eine umbuchen ist so krass nicht zu finden in der App wie auch im Internet und wenn man stornieren will weil der buss doch nach 3 Stund” (1★, DE)

8. Ship the most requested feature [Feature requests · 5 reviews · avg severity 1.4/3 · versions 10.8.0, 10.9.0]

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

“No charging point for laptop – soo i was travelling with my laptop most of charger has type c to c but they have usb are we live in 2017 or something please put the socket for laptop charging:)” (2★, IN)

9. Soften the redesign backlash [UX / design · 3 reviews · avg severity 1.6/3 · versions 10.3.0, 10.9.0]

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

“Zwangsupdate – Zwangsupdates sind Mist! Jetzt muss ich mir ein indische Frau angucken. Was soll das eigentlich? Die letzte Version hat dabei sehr gut funktioniert. Ich komme doch auch nicht nach Hause und stelle irgendwelche Bilder auf oder” (1★, DE)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), 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.