

App Store complaint report

Hopper: Flights, Hotels & Cars · Hopper · current version 7.120.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2023-10-18 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	4.13
Reviews with a complaint	55 (18%)
Storefronts	CA 150, GB 150
All-time App Store rating (US)	4.82 from 1,229,028 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	39	2.1	7.101.0 (3), 7.100.0 (3), 7.98.0 (3)
Bugs	26	2.5	7.103.0 (4), 7.105.0 (2), 7.52.0 (2)
Feature requests	8	2.2	7.116 (1), 7.112.1 (1), 7.86.0 (1)
Crashes / freezes	1	2.1	7.98.0 (1)
UX / design	1	2.8	7.103.0 (1)
Ads	1	1.5	7.112.0 (1)
Performance	1	2.1	7.98.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.119.0	5	4.2	20%
7.118.0	4	4.8	0%
7.117.0	1	5.0	0%
7.116	6	4.3	17%
7.115.0	4	3.8	25%
7.114.0	4	3.5	25%
7.113.0	8	4.0	25%
7.112.1	3	3.7	33%

Representative quotes

Pricing / subscription

“Worst app ever – I keep telling myself that there won’t be a next time but this time was the final straw. Every single time I have booked with Hopper, I have encountered problems and had to be on the phone with them for hours. However, my latest experience wit” (1★, v7.102.0, CA, 2026-02-05)

“Price feeeze – Tried several times within first 24 hours to access flight at frozen price (paid £31) - wasn’t able to because of “technical error”. Unable to access help . You owe me this money which was lost - has to purchase without the price freeze!” (1★, v7.48.0, GB, 2023-12-02)

Bugs

"No Internet Connection – This app used to work, now all I get is this error while all my other apps work so I know it's internal. Any fixes out there Hopper?" (1★, v7.103.0, CA, 2026-03-08)

"No connection! – I used to love this app and no regardless of what I do, I can't use it anymore as it says "lost connection". I've uninstalled, logged out, nothing works." (1★, v7.105.0, CA, 2026-03-22)

Feature requests

"Nope – Just DL this app. Sign-in options are Goog, Aapl, phone. NO EMAIL. Total deal breaker for me. Personal preference, not negotiable. Prompt delete." (1★, v7.112.1, CA, 2026-07-04)

"Worst Customer support – I've been having a issue with payment they gave the money back but have sent me multiple messages confirming the trip I'm trying to contact Human but the Ai has made me wait for 2 days I am unable to make international calls and so a c" (1★, v7.86.0, GB, 2025-06-11)

Crashes / freezes

"Wow, such a scam. – I'm seriously disappointed. During my hopper flight path, I missed my flight due to a previous delay. I went in the app to "get help with a disrupted flight", and the page refused to load. I then booked a new flight on my own and called the" (1★, v7.98.0, CA, 2025-12-14)

UX / design

Ads

"Incessant irrelevant notifications – Incessant notifications about deals about hotels and cars after I booked a flight. I don't need 4 notifications a day about deals for 3 weeks prior to my flight." (2★, v7.112.0, CA, 2026-07-02)

Performance

The 10 most important fixes

1. Answer support requests [Bugs · 30 reviews · avg severity 2.4/3 · versions 7.100.0, 7.96.0]

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

"AI chatbot have misleading information and left, my wife and 7 month old stranded – Booked a hotel in Paris. Hotel room was designated as non smoking. Instead, the room reeked of cigarette smoke. Asked to change room. Non available. Contact" (1★, GB)

2. Improve content quality [Feature requests · 12 reviews · avg severity 2.4/3 · versions 7.100.0, 7.101.0]

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

"Not accurate – Wouldn't use again very inaccurate flight information" (1★, GB)

3. Make trials and renewals transparent [Pricing / subscription · 8 reviews · avg severity 2.2/3 · versions 7.52.0, 7.113.0]

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

"Shady – This company is very shady, use booking.com instead to avoid hidden charges." (1★, GB)

4. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 1.7/3 · versions 7.98.0, 7.74.0]

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

"Beware. – I used it 2 ways at same time: log on one (iPad), not logged on other(iPhone) , both at same time : price is way more when logged on" (1★, CA)

5. Fix login / account access [Bugs · 3 reviews · avg severity 2.6/3 · versions 7.103.0, 7.112.1]

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

"forces login – App offers option to login, continue without login ("not now"), or click an X in the top left. "not now" highlights when pressed, but clixking on any option except sign in does nothing. Fallen at first hurdle." (1★, GB)

6. Fix notifications [Bugs · 4 reviews · avg severity 1.8/3 · versions 7.101.0, 7.107.0]

Check notification delivery and let users control frequency in settings.

"Misleading Price Alerts – I've been waiting for months like the app keeps telling me, expecting prices to drop. Instead, they've only gone up. The "wait for the price to go lower" feature is completely unreliable and misleading. Please fix " (1★, CA)

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.