

App Store complaint report

Hotels.com: Book Hotel Deals · Hotels.com · current version 2026.42

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-06-07 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.07
Reviews with a complaint	115 (38%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.79 from 2,302,284 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	57	2.1	2026.40 (16), 2026.41 (11), 2026.42 (4)
Bugs	55	2.3	2026.40 (11), 2026.42 (6), 2026.41 (5)
Feature requests	35	1.9	2026.42 (6), 2026.40 (6), 2026.41 (5)
UX / design	14	2.2	2026.40 (3), 2026.39 (2), 2026.35 (2)
Performance	10	2.4	2026.38 (2), 2026.42 (1), 2026.35 (1)
Crashes / freezes	7	2.6	2026.38 (1), 2026.42 (1), 2026.35 (1)
Ads	1	2.9	2026.34 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.42	23	2.7	52%
2026.41	43	3.2	40%
2026.40	61	2.9	43%
2026.39	9	3.6	33%
2026.38	14	3.1	50%
2026.37	9	3.2	44%
2026.35	22	3.4	32%
2026.34	17	2.3	53%

Representative quotes

Pricing / subscription

“Typically expensive but incredibly uncomfortable – We are very accustomed to the price of Florentine accommodation, and the location can’t be beat. Typical tiny room, full of character and charm. However, the bed was so uncomfortable that my husband and I got ” (3★, v2026.24, CA, 2026-06-16)

“Double booked and made me pay – There was no warning when I booked two hotels for the same nights. It was a costly error (and I do understand that I made it), however, how can one user be in Germany and Alberta at the same time? This is a basic safeguard that ” (1★, v2026.30, CA, 2026-08-02)

Bugs

"App won't login – App wouldn't login to my account so I downloaded the update and it still wouldn't login. It sends login code to correct email with no issues, but just goes in circles continuing to ask me to login. Tried using Safari and kept getting sent to " (1★, v2026.40, CA, 2026-10-11)

"App Glitches – App glitches all the time on the iPhone. Used to love Hotels.com and would highly recommend to anyone, but after they got rid of the stay 10 nights get a free night up to a certain amount, they've not been as good. Also seem to not be able to bo" (3★, v2026.38, GB, 2026-09-24)

Feature requests

"Useless app – My old email address is no longer accessible. All I want to do is change my old email address to my new email address so I can get updates. There's no way to do it in the app and your help is absolutely useless! After this stay I'll delete the Ho" (1★, v2026.40, US, 2026-10-12)

"Bad experience with insurance. – When I booked, the option to add trip protection was not available. The link to add in the email confirmation did not work. I used the chat on app to explain this and the rep told me i have to add it through travel guard. Trave" (4★, v2026.40, US, 2026-10-05)

UX / design

"...purchase . The Hotels.com app does not intentionally or consistently change your dates on purpose, though users frequently report interface glitches, default reset errors, or cached search defaults that accidentally shift dates before checkout. Common Cause" (1★, v2026.42, US, 2026-10-21)

"Virtual assistance not adequate – I need to speak to someone as the virtual assistance is not adequately designed to deal with a simple query for a CAT invoice, round and round in circles getting nowhere" (1★, v2026.39, GB, 2026-10-02)

Performance

"Bug – Full de bugs ☐ Impossible faire commentaire, plante non-stop" (3★, v2026.26.912, CA, 2026-07-03)

"Shared trip links don't work – App freezes immediately upon opening shared destination link." (1★, v2026.35, CA, 2026-09-05)

Crashes / freezes

"Crashes often – The app crashes whenever it asks you if you are staying for business or leisure." (1★, v2026.30, GB, 2026-08-01)

"Please fix bug – "Is this a business trip" pop-up freezes the app after using search this area feature on the map. Please fix. V2026.29" (4★, v2026.29, CA, 2026-07-24)

Ads

"Is this a business trip – Is this a business trip? Is this a business trip? Is this a business trip? Is this a business trip? Is this a business trip? Is this a business trip? Over and over again, that damn pop up constantly covering the screen when trying" (1★, v2026.34, GB, 2026-08-25)

The 10 most important fixes

1. Answer support requests [Bugs · 67 reviews · avg severity 2.2/3 · versions 2026.40, 2026.41]

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

"...first cancellation took over a week to rectify. This current reservation I was on the phone for nearly an hour after online support with no resolution. I did find out they were trying to contact a hotel in a completely different state and " (1★, US)

2. Make trials and renewals transparent [Pricing / subscription · 21 reviews · avg severity 2.1/3 · versions 2026.40, 2026.42]

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

"Disappointed – I have never completed the reservation with you, it was supposed cancelled at the moment I made it. I had to booked a new reservation directly with the hotel because your company never completed anything but thought charged m" (5★, US)

3. Fix login / account access [Bugs · 9 reviews · avg severity 2.6/3 · versions 2026.40, 2026.38]

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

"Absolutely useless. – Followed link from DDS. Tried to sign in, get code. Back to sign in. Enter code.

App returned me back to sign in page☐☐☐!! After 5 tries gave up and tried reset password instead. Email received with reset link which” (1★, GB)

4. Fix in-use crashes and freezes [Crashes / freezes · 7 reviews · avg severity 2.6/3 · versions 2026.31, 2026.30]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“In app pop up – Asking if trip is a business trip is rendering the app unusable as it crashes” (1★, GB)

5. Improve content quality [Feature requests · 8 reviews · avg severity 1.9/3 · versions 2026.41, 2026.40]

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

“Booked me the wrong state – Don’t trust this app. Awful.” (1★, US)

6. Soften the redesign backlash [UX / design · 7 reviews · avg severity 2.2/3 · versions 2026.42, 2026.41]

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

“...it’s a dark and deceptive pattern that stops me using you. Shame as you used to be the best, then you messed up with your ‘new’ reward system, then me like others went elsewhere and now you are dark patterning engagement. What a downfall.” (1★, GB)

7. Stop data / progress loss [Bugs · 6 reviews · avg severity 2.2/3 · versions 2026.41, 2026.42]

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

“terrible – account never syncs correctly across devices. reso canceled on phone shows up active on tablet and yes my devices are synced and mirrored” (1★, US)

8. Simplify navigation [UX / design · 5 reviews · avg severity 2.1/3 · versions 2026.40, 2026.34]

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

“Just ok – It’s a little bit different than your normal hotel. People very nice rooms ok but the tv is hard to deal with, they are all apps and can’t find local news or just the normal Chanel you can get over the air. I don’t know if the res” (3★, US)

9. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.0/3 · versions 2026.40, 2026.41]

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

“The prices shown are not what you pay – I went to book a hotel and it kept going to an ad. I reached out to support and they tried charging me more money for it and it didn’t include breakfast. When I asked to just get the rate it was displ” (1★, CA)

10. Fix features broken by the latest update [Bugs · 3 reviews · avg severity 2.4/3 · versions 2026.31, 2026.39]

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

“Can’t redeem free night-Fixed – This app used to be good but now it says my one free night is expiring but even if I click pay now there’s no option to redeem it. UPDATE: they have fixed the issue so I’ll upgrade to 3 stars” (3★, 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.