

App Store complaint report

KAYAK: Flights, Hotels & Cars · KAYAK · current version 297.0.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2018-04-24 to 2026-10-14).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.18
Reviews with a complaint	135 (45%)
Storefronts	CA 150, GB 150
All-time App Store rating (US)	4.83 from 498,590 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	72	2.3	260.0.0 (2), 254.0.0 (2), 253.0.0 (2)
Pricing / subscription	68	2.1	291.0.1 (2), 230.0.0 (2), 205.0.0 (2)
Feature requests	47	2.0	248.0.1 (2), 253.0.0 (2), 229.0.1 (2)
UX / design	24	2.1	284.0.1 (2), 130.0.0 (2), 254.0.0 (1)
Performance	10	2.5	296.0.0 (1), 293.0.0 (1), 254.0.0 (1)
Crashes / freezes	7	2.7	245.0.1 (2), 296.0.0 (1), 293.0.0 (1)
Ads	1	2.5	100.0.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
296.0.0	3	3.7	33%
295.0.1	1	5.0	0%
295.0.0	1	3.0	100%
294.0.0	2	5.0	0%
293.0.0	3	2.0	67%
291.0.1	4	2.2	50%
290.0.0	2	3.0	50%
289.0.0	1	1.0	100%

Representative quotes

Bugs

“Error – Hello I Can’t open the flight it says error code 811 I have been using more than 10 years cheap flight I have reinstalled the app many time but it doesn’t work and plus the kayak is the same problem can any body help me wit please ?” (5★, v262.0.0, GB, 2026-04-23)

“Used the app for years, now broken! – I’ve used this app for years to check out flight prices and hotels. It’s a great planning tool. Unfortunately it’s currently broken. On attempting a search, every keypress throws up a “potential bot, confirm that you’re” (1★, v241.0.0, GB, 2024-08-01)

Pricing / subscription

"Doesn't give me what I want – I'm not a frequent air traveler but tried to look for a flight for my partner. I wanted cabin and hand luggage which I put into the search tool. Most of not all of the results did not include these. The app focuses on prices not w" (1★, v231.0.0, GB, 2024-03-03)

"SCAM SCAM SCAM – Do not.. I repeat do not ever purchase flight tickets from them. They are bunch of scammers. I booked my flight weeks ago and it said confirmed and everything. I even received confirmation email with booking reference number and ticket number." (1★, v269.0.0, CA, 2025-09-09)

Feature requests

"Doesn't compare all options – As a fare comparison app, Kayak lacks one of the most important features - it doesn't compare whole of the market, which in my view makes it unfit for purpose altogether. I've just noticed the difference between fares here and on " (1★, v165.0.0, GB, 2021-07-31)

"No iCloud email connection???? – Downloaded this to use with iPhone and Apple Watch but astonishingly no way to connect to iCloud email account??? (Google and Outlook are fine, but this is an Apple store item???!). Fine, I can forward emails, but why ultimatu" (1★, v97.0.1, GB, 2018-11-12)

UX / design

"Weak sauce, difficult to use – Usability severely hampered by usage of web technologies. Clunky interface, dainty controls, bizarre navigation, and no support for accessibility features make it a joyless chore to use." (2★, v284.0.1, CA, 2026-04-21)

"Labels in French – For some reason the labels on properties are displaying in French, which could be super confusing and misleading" (1★, v284.0.1, CA, 2026-04-19)

Performance

"Garbage – Very very slow to load information. The holiday I wanted to go on had come and gone by the time this pile of rubbish had loaded. App deleted. □" (1★, v89.0.0, GB, 2018-08-03)

"Clunky unresponsive – The app used to be great but now it's impossible to use" (1★, v254.0.0, GB, 2025-02-09)

Crashes / freezes

"Freezes – Freezes constantly" (1★, v296.0.0, CA, 2026-10-14)

"Work open – Doesn't open since the latest update Useless" (1★, v245.0.1, GB, 2024-09-25)

Ads

The 10 most important fixes

1. Improve content quality [Feature requests · 45 reviews · avg severity 2.1/3 · versions 291.0.1, 208.0.0]

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

"Incorrect information – Wrong information" (1★, CA)

2. Justify or adjust the price [Pricing / subscription · 23 reviews · avg severity 2.2/3 · versions 205.0.0, 100.0.1]

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

"Useless app – Completely useless and keeps bringing up unwanted expensive carriers that obviously pay it commission" (1★, GB)

3. Answer support requests [Bugs · 16 reviews · avg severity 2.3/3 · versions 229.0.1, 176.0.0]

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

"No customer support worst experience ever renting a car – No customer support i rented a car using kayak application but faced a lot of problems when getting the car from the rental office as I didn't get the right terms and conditions for " (1★, CA)

4. Make trials and renewals transparent [Pricing / subscription · 16 reviews · avg severity 2.2/3 · versions 289.0.0, 261.0.1]

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

"Mr – Car hire Be careful with the car hire here on KAYAK because they don't check who they recommend Car Rental company WAS flex to go in Poland, it was sold to me via another through gotrentalcars, and I found them through KAYAK website, " (1★, GB)

5. Fix login / account access [Bugs · 11 reviews · avg severity 2.7/3 · versions 141.0.0, 140.0.2]

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

“Sign up broken & Cannot access the app without an account – This app is unusable because it forces you to sign up & the sign up emails with the link don’t work. I’ve tried 4 times & there isn’t a visible way to hide the sign in ” (1★, GB)

6. Ship the most requested feature [Feature requests · 12 reviews · avg severity 1.8/3 · versions 248.0.1, 101.0.0]

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

“Good deals, badly laid out – No option to set distance from city centres, attractions etc. The browser setup within the app is frustrating as you always press the wrong back arrow to edit your Dates/destination. Also doesn’t save any previo” (3★, GB)

7. Soften the redesign backlash [UX / design · 10 reviews · avg severity 2.1/3 · versions 248.0.1, 258.0.0]

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

“Weird new updates – They changed the app. When you search a destination and as one way it redirects you to “explore” and all the flights are round trips. Just show me the search and stop trying to be clever. Also most Kayak prices are more” (1★, CA)

8. Simplify navigation [UX / design · 9 reviews · avg severity 2.2/3 · versions 284.0.1, 240.0.0]

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

“Apple TV app – Live in the UK this app is completely unusable, have yet to have it find any flights from Edinburgh, no instructions on how to use or find online for the Apple version, come on guys must be great to soda surf the world but ve” (1★, GB)

9. Fix notifications [Bugs · 10 reviews · avg severity 1.9/3 · versions 274.0.0, 248.0.1]

Check notification delivery and let users control frequency in settings.

“Decent app – Decent app. Don’t rely on it though as flight times are often wrong. Also, spam notifications like feedback requests are annoying on an app where you need useful alerts” (3★, GB)

10. Stop data / progress loss [Bugs · 9 reviews · avg severity 2.0/3 · versions 125.0.1, 104.0.0]

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

“Horrible – There’s bad. Then there’s worse. And then there’s Kayak. The app is unstable, crashes frequently. Switch to another app and return: Boom! all you progress is lost and you can’t return to where you were. Do yourself a favour and s” (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.