

App Store complaint report

Planet Fitness · Planet Fitness Holdings, LLC · current version 10.0.4

Generated 2026-10-23 from the 300 most recent public App Store reviews across 2 storefronts (2021-03-01 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.66
Reviews with a complaint	193 (64%)
Storefronts	US 150, CA 150
All-time App Store rating (US)	4.87 from 814,918 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	101	2.3	10.0.1 (23), 10.0.2 (21), 10.0.3 (15)
Feature requests	90	1.9	10.0.2 (18), 10.0.3 (16), 10.0.1 (16)
UX / design	76	1.9	10.0.2 (24), 10.0.3 (23), 10.0.1 (15)
Performance	30	2.2	10.0.1 (8), 10.0.2 (7), 10.0.3 (4)
Pricing / subscription	29	2.2	10.0.3 (7), 10.0.4 (3), 10.0.2 (3)
Crashes / freezes	20	2.7	10.0.1 (4), 9.7.1 (3), 10.0.2 (2)
Ads	5	1.6	10.0.3 (2), 10.0.1 (2), 10.0.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.0.4	12	2.1	75%
10.0.3	42	1.8	93%
10.0.2	50	1.8	88%
10.0.1	45	2.2	82%
10.0.0	9	2.2	78%
9.12.5	4	4.0	25%
9.12.4	2	4.5	0%
9.12.3	1	3.0	100%

Representative quotes

Bugs

“App does not work and freezes – Enjoy the gym but since the last update the app no longer works for me. Every time I try using the check in within the app it freezes and crashes. App is broken and completely useless at the moment. Staff in the gym have been un” (1★, v9.8.2, CA, 2024-04-15)

“App broken – I’ve deleted it and redownloaded it multiple times and still don’t know what the issue is, all it says is “connection failed, please try again”” (1★, v10.0.1, US, 2026-09-25)

Feature requests

“Terrible App – Tried multiple times over multiple days to sign up for a membership with different bank accounts and kept getting a generic “please try again later” error message. Every time I have

to type everything in again manually because the devs working o" (1★, v10.0.0, US, 2026-09-20)

"New app is missing features – My club requires you to check in when you arrive and then immediately check in if you want to use the black card lounge. The new app only gives you the QR code once. Wtf." (1★, v10.0.1, US, 2026-09-22)

UX / design

"Buggy as hell – This app is definitely not designed for an iPad. On an iPad it constantly prompts for input without giving access to a keyboard. Half the screen is often filled with gibberish." (1★, v10.0.3, US, 2026-10-16)

"Why change the layout? – I can't find my check in history. Where did you guys moved it? Where my default photo? Why are you messing with the app?! How do I downgrade this version? So angry 😡" (1★, v10.0.3, US, 2026-10-09)

Performance

"App slow will not load – App will not load since last update. I have to delete and reinstall app to get it to works. Then it only works once. Please fix ." (2★, v9.3.8, CA, 2022-05-27)

"Update – After the update the app doesn't load on the phone. It just spinning forever. I deleted and reinstalled the app and it the same. Just horrible" (1★, v10.0.2, US, 2026-10-04)

Pricing / subscription

"Buyout fee plus monthly payment – I wanted to cancel my membership due to financial struggles and need to save money so I canceled it, but I had to pay a buyout fee, plus my monthly payment. The whole point of the cancellation was to save money, but yeah, I ha" (1★, v10.0.3, US, 2026-10-13)

"Terrible- Don't Join – I have been a member for a few years. My first complaint was that Ai had to down grade from black card to basic membership when I was having fiscal difficulties. Staff helped me make the change, but then it automatically reset to black " (1★, v10.0.3, US, 2026-10-08)

Crashes / freezes

"Most inconvenient signup ever – Imagine getting excited to go work out, you've got all your gear with you, you took preworkout, and then you have to use your gd transit and account number to sign up? Who keeps that on them? So you switch to your banking app to" (1★, v9.2.9, CA, 2021-09-20)

"Stuck on one page – When I am trying to get into the app, I am stuck on the loading screen and I have tried everything but nothing works. Please fix it" (5★, v10.0.2, US, 2026-10-04)

Ads

"poor ux – new app layout sucks, full of useless widgets and ads" (3★, v10.0.1, US, 2026-09-21)

"Get the ads off the apps home screen! – I want to focus on working out, not being sold and advertised to like everywhere else throughout the day. Workout time is my time, my refuge, and a place where I don't want the ad noise and commercialism that surrounds" (1★, v10.0.2, US, 2026-10-01)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 69 reviews · avg severity 1.9/3 · versions 10.0.2, 10.0.1]

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

"Revert to old app version – Update: Staff at my home gym showed me how to get to the membership QR code. I still think the new app updates were released too early in development and are challenging to navigate." (3★, US)

2. Ship the most requested feature [Feature requests · 45 reviews · avg severity 1.7/3 · versions 10.0.3, 10.0.2]

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

"Too Much Equipment Missing – I would love to be able to use this app for more than just checking in, but there is too much equipment missing from the exercises you can track in the app. Yes, you can manually add an exercise, but you can't " (2★, US)

3. Simplify navigation [UX / design · 40 reviews · avg severity 1.8/3 · versions 10.0.3, 10.0.2]

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

"Update is bad UX design – The most recent update to this app is just poorly designed. It's cluttered and the most used feature in the app is now hidden in the menus. The club pass needs to be the first thing that pops up when you open the " (2★, US)

4. Fix login / account access [Bugs · 29 reviews · avg severity 2.4/3 · versions 10.0.3, 10.0.2]

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

“Won’t let me log in – Everytime I try logging in it says please verify your account but it never sent anything to my email and when the option showed respond code it kicked me out of the app and never sent anything” (1★, CA)

5. Stop data / progress loss [Bugs · 28 reviews · avg severity 2.2/3 · versions 10.0.1, 10.0.2]

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

“Lost data with update – Almost everything about the updated app is plain bad. Worst of all, my data went missing with the new app update.” (1★, US)

6. Improve content quality [Feature requests · 21 reviews · avg severity 2.0/3 · versions 10.0.2, 10.0.1]

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

“This new app needs work! – Not all activities are listed for you to enter. If you enter an activity and make a mistake you cannot edit it nor can you delete it and enter it correctly. NOT USING Apple fitness app.” (1★, US)

7. Make trials and renewals transparent [Pricing / subscription · 18 reviews · avg severity 2.3/3 · versions 10.0.3, 10.0.2]

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

“Unable to Cancel the Membership – Keep getting charged but unable to cancel the membership.” (1★, CA)

8. Fix features broken by the latest update [Bugs · 20 reviews · avg severity 2.0/3 · versions 10.0.1, 10.0.2]

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

“Terrible update – Terrible update... the check in meter doesn’t even work properly also all my check ins are gone and it doesn’t track. It’s stuck at 99 check ins. The worst update of all time when everything was working fine with previous ap” (1★, US)

9. Fix crash on launch [Crashes / freezes · 13 reviews · avg severity 2.9/3 · versions 10.0.1, 9.7.1]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“Works on iPhone ☐ – But not Apple Watch ☐ Very finicky at least—it starts to load but quits immediately.” (3★, CA)

10. Speed up loading [Performance · 13 reviews · avg severity 2.2/3 · versions 10.0.2, 9.3.8]

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

“App troubles. – Just keeps loading. Connection failure on data and wifi. The last 2 previous updates ago was working and now nothing. Please fix.” (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.