

App Store complaint report

Ryanair · Ryanair Ltd. · current version 3.242.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-08-28 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.11
Reviews with a complaint	195 (65%)
Storefronts	GB 300
All-time App Store rating (US)	4.45 from 89,140 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	96	2.0	3.241.1 (27), 3.240.0 (27), 3.238.2 (16)
Bugs	80	2.2	3.240.0 (19), 3.238.2 (16), 3.241.1 (15)
UX / design	63	2.0	3.240.0 (16), 3.238.2 (13), 3.241.1 (11)
Feature requests	40	2.1	3.238.2 (11), 3.240.0 (9), 3.239.1 (8)
Performance	26	2.2	3.240.0 (5), 3.239.1 (5), 3.238.2 (4)
Ads	11	1.8	3.240.0 (5), 3.241.1 (2), 3.238.2 (2)
Crashes / freezes	9	2.5	3.242.0 (3), 3.238.2 (3), 3.240.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
3.242.0	18	1.9	72%
3.241.1	61	2.1	66%
3.241.0	16	2.2	62%
3.240.0	74	2.0	68%
3.239.1	50	2.2	54%
3.239.0	24	2.3	58%
3.238.2	51	1.9	73%
3.238.1	6	3.2	67%

Representative quotes

Pricing / subscription

“YS – Pleaaaaaaase if you have an other option don’t waste your time go for it never mind if you pay a bit more it’s a scammer people not company they put prices cheap just to get you then you’ll see all kind of blackmail” (1★, v3.239.0, GB, 2026-09-08)

“...Charges are put on when you think you've already made a purchase. For example, I've just purchased seats and then discovered I need to pay a transaction charge for card cost. Everything is hidden, a surprise, even the fact that I have to check in 24 hours be” (1★, v3.240.0, GB, 2026-09-26)

Bugs

"Awful – Every time we fly there is an issue with this app. They force people to use it, because there is no other way to get a boarding pass, but there is always an issue with it. Error messages, doesn't even want to allow me to check in. Customer service non " (1★, v3.238.2, GB, 2026-09-05)

"Errors – Doesn't work 90% of the time during check in or document upload" (1★, v3.240.0, GB, 2026-09-22)

UX / design

"Overly complicated – The focus for checking in is on selling all extras not just being able to check in. The UI is lousy and overly complicated to navigate" (1★, v3.240.0, GB, 2026-09-29)

"Horrible usage – Horrible ui horrible usage worst app I've ever used. Half of the things don't work buttons don't take you where they should the user experience is just horrendous" (1★, v3.242.0, GB, 2026-10-20)

Feature requests

"Checking in was terrible – How can i upload my valid passport and even my visa and documents rejected thoughtout 24 hours before boarding. Please do well to upgrade the online checking in process very well, if possible add an option to input the details manual" (1★, v3.240.0, GB, 2026-09-30)

"...process it said the booking failed with a 503 error. But the booking was successful. (Have a confirmation email). I deleted and re-added the app. Says 'security updated'. I have changed my password to a more secure one. I wish as well you can filter out the c" (2★, v3.239.0, GB, 2026-09-08)

Performance

"Barely usable – The app has major performance issues. Loading pages takes a long time which is exacerbated by all the steps needed to complete anything. It also managed to log me out twice without warning all within a ten minute period. I recommend minimising " (2★, v3.238.1, GB, 2026-08-28)

"Slow to load – Ryanair rely heavily on this app for check in and 'speedy bag drop' yet it's incredibly slow to load, confusing and frequently doesn't connect to the machine. A frustrating experience - as you'd expect from Ryanair I suppose." (1★, v3.239.0, GB, 2026-09-08)

Ads

"Unstable targeted ad mess – The app mostly works (in that the scummy tactics Ryanair uses are fully operational) but toggling between tabs fully freezes my app and requires a restart. The incredible amount of promotional offers and ads in the app means that it" (1★, v3.238.2, GB, 2026-09-03)

"Michael – Too many pop ups addition offers obscuring the view to complete the task of booking the the flight - It has been 24yr since I have flown with Ryan air because of bad experiences - But logistically I have to for medical reasons" (1★, v3.241.1, GB, 2026-10-09)

Crashes / freezes

"Buggy buggy and more buggy – App keeps getting stuck on pages with no way back, passport scanning doesn't work, it just so buggy. Also when you open it first it says you have no bookings as you need to wait a short bit for it to call your account up, they coul" (1★, v3.238.2, GB, 2026-09-05)

"Crashes with unresponsive message frequently. – When it works it's great. But having to unhook from WiFi to make the app work is ridiculous and luckily there are enough Reddit threads explaining to do this to check in." (1★, v3.240.0, GB, 2026-09-22)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 50 reviews · avg severity 1.9/3 · versions 3.240.0, 3.241.1]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"A rip off – A shocking rip off with so many hidden charges for everything. You should be able to fly at the price quoted, and not have to pay extra to check in, take a case etc. this flight has ended up Costing me so much money I am frankly" (1★, GB)

2. Simplify navigation [UX / design · 43 reviews · avg severity 2.0/3 · versions 3.240.0, 3.238.2]
Run a quick usability test on the screens users mention; remove extra taps and pop-ups.
"Hard work to navigate! – Hard work" (1★, GB)

3. Make trials and renewals transparent [Pricing / subscription · 30 reviews · avg severity 2.0/3 · versions 3.241.1, 3.240.0]
Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive

1-star reviews and refunds.

"RIP off check in online – Tried to book online before the 2 hours and it wouldn't let me. Got charged £110 extra to print a boarding pass! Wrong on every level. Really disappointed" (1★, GB)

4. Ease paywall pressure [Pricing / subscription · 29 reviews · avg severity 1.9/3 · versions 3.240.0, 3.241.1]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Tries to push extra things I don't want – Ryan air is so pushy, I paid flight and selected everything yet Ryan air insists on selling me upgrade I don't want. Then why we need to pay for a seat when I have ticket, almost like scamming people!" (1★, GB)

5. Answer support requests [Bugs · 17 reviews · avg severity 2.3/3 · versions 3.241.1, 3.238.2]

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

"...through to the actual provider. So you pay for parking and when you get there it doesn't exist, so you have to pay again. Customer Service is useless: sends you round in circles and keeps telling you to contact the supplier, but gives no info" (2★, GB)

6. Fix login / account access [Bugs · 13 reviews · avg severity 2.3/3 · versions 3.238.2, 3.239.0]

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

"Frustrating experience – Every single tap in the app is followed by a 3-8 second loading screen, occasionally interrupted by the login page, as it randomly decides between two pages of the booking information that it needs to ensure I still" (2★, GB)

7. Fix notifications [Bugs · 14 reviews · avg severity 2.0/3 · versions 3.240.0, 3.238.2]

Check notification delivery and let users control frequency in settings.

"Doesn't do what it should – It allows you to check in, but other than that it seems designed to simply sell you stuff. Our flight was delayed and we didn't get any notifications at all from the app instead, we received an email. Also if you" (1★, GB)

8. Speed up loading [Performance · 12 reviews · avg severity 2.2/3 · versions 3.239.1, 3.238.2]

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

"...Ryanair app. It's a fab example of how bosses just don't care about their customers as long as they're making money. It's slow to load, frequently fails to find your booking even if you've clicked a direct link from an email and wastes you" (1★, GB)

9. Improve content quality [Feature requests · 8 reviews · avg severity 2.0/3 · versions 3.241.1, 3.240.0]

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

"Information incorrect – Basic information (like gate) is incorrect and doesn't show updated flight time." (2★, GB)

10. Fix in-use crashes and freezes [Crashes / freezes · 7 reviews · avg severity 2.4/3 · versions 3.242.0, 3.240.0]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"Pretty useless app – App is designed to sell you anything anyway - it is not user friendly Payment method often freeze. Forces to use app by checking in on line. Someone please buy this company and sort it out" (1★, GB)

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.