

App Store complaint report

Skyscanner Flights & Travel · Skyscanner · current version 7.214

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2025-10-02 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.27
Reviews with a complaint	136 (45%)
Storefronts	GB 158, US 142
All-time App Store rating (US)	4.81 from 501,866 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	81	2.4	7.172 (12), 7.177 (5), 7.199 (4)
Pricing / subscription	59	2.0	7.172 (7), 7.206 (4), 7.174 (4)
Feature requests	41	2.1	7.172 (6), 7.188 (3), 7.178 (3)
Performance	34	2.5	7.172 (8), 7.187 (3), 7.166.1 (3)
Crashes / freezes	27	2.6	7.172 (8), 7.208.1 (2), 7.187 (2)
UX / design	27	2.1	7.172 (4), 7.199 (3), 7.183 (2)
Ads	2	2.7	7.181 (1), 7.178 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.214	3	5.0	0%
7.213	7	4.1	14%
7.212	9	4.3	33%
7.211	5	5.0	0%
7.210	8	3.5	38%
7.209	8	3.5	38%
7.208.1	9	3.4	44%
7.208	2	3.0	50%

Representative quotes

Bugs

“Broken – The app has stopped showing correct prices, and will not update when searching flexible dates within a given month. It has basically stopped functioning entirely. There is nowhere to report bugs or issues within the app, and support takes you to an in” (1★, v7.172, US, 2025-12-29)

“Ray – The app hasn’t worked for almost a year now, I have updated and deleted the app several times, when I type in the departure cities, it locks up and nothing on the page is active anymore, no going back, no options at all, I have reached out to developers ” (1★, v7.208.1, US, 2026-09-14)

Pricing / subscription

"Good first stop – I find flights here, but then I go direct to airline and under cut the price, or I go to booking.com to accrue loyalty points. I really like the UI but money talks." (1★, v7.209, GB, 2026-09-19)

"Not Feasible now – Before it was used to be a good app but now doing same like others and increase the prices by searching multiple times and other apps showing far less as compared to sky-scanner. Going to delete the app now." (1★, v7.210, GB, 2026-09-25)

Feature requests

"Unresponsive touchscreen – The touchscreen in the app is completely unresponsive after a few taps, unfortunately your App Store is unable to submit bug report. You might want to add the ability to report bugs." (1★, v7.188, GB, 2026-04-25)

"Poor UI – Should an app not focussed and easy to use? UI is ruined by side and up selling into hotels and all sorts of clutter. Changing currency should be simple. It is not. If I wanted a hotel I would look for it. Do not pollute my experience with hotels" (1★, v7.181, GB, 2026-03-10)

Performance

"Laggy – After the recent update, the app has become very laggy and slow. Pages take a long time to load, and sometimes the app freezes or becomes unresponsive, so I have to close and reopen it. It used to run quite smoothly, but the overall experience is no" (1★, v7.182, GB, 2026-03-13)

"Fall from greatness – Have been using this app for years but the bugs and lagging in recent versions have rendered it unusable." (2★, v7.174, US, 2026-01-16)

Crashes / freezes

"App constantly freezes – The app constantly freezes and becomes unusable to the point where I have to force close the app and try again, only for it to immediately freeze again. Latest version of iOS. iPhone 16 Pro" (1★, v7.185, US, 2026-04-06)

"7.184 buggy AF – Continuously freezes and crashes since latest update" (1★, v7.184, GB, 2026-03-24)

UX / design

"Back button – This update on this app is terrible the back button doesn't take you to the previous page it takes you everywhere you don't want to go . It's now easier to book flights through Uber and Booking.com, their application is easier to navigate." (2★, v7.183, GB, 2026-03-18)

"...you choose direct you have to do so through the filter or you can not get cheapest direct I find the website much easier to use and navigate" (3★, v7.198.1, GB, 2026-07-06)

Ads

"Finger weg – Absoluter Wahnsinn. Falsche Preise , falsche Angaben zu Flügen. Viel Werbung und Russland wird gar nicht angezeigt. So viel Schrott auf einem w" (1★, v7.178, US, 2026-02-20)

The 10 most important fixes

1. Improve content quality [Feature requests · 29 reviews · avg severity 2.2/3 · versions 7.172, 7.204]

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

"INACCURATE PRICES – Prices in GH¢ are inaccurate and deceptive. I saw GH¢12,771 and I chose it, then I was redirected to Mytrip.com to pay in USD, after payment with my Ghana bank card a total of GH¢14,979 was deducted from my card instead" (1★, US)

2. Justify or adjust the price [Pricing / subscription · 22 reviews · avg severity 1.9/3 · versions 7.172, 7.206]

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

"Travel companies change prices – We booked a flight with Virgin through travel up on this app and they took the money and we got an email but not tickets, it said allow 48 hours which we did (we booked close to date to get a good price) on" (1★, GB)

3. Speed up loading [Performance · 16 reviews · avg severity 2.4/3 · versions 7.172, 7.166.1]

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

"Super laggy wide price ranges – Since latest iOS update this app has been awful, far too slow to respond to selections and page loads take ages" (1★, GB)

4. Fix in-use crashes and freezes [Crashes / freezes · 14 reviews · avg severity 2.6/3 · versions 7.172, 7.187]

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

"Useless – I get maybe one interaction with the UI and the app freezes. Tap an icon, enter a destination, etc. App stops responding." (1★, US)

5. Answer support requests [Bugs · 14 reviews · avg severity 2.5/3 · versions 7.202, 7.172]

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

“☐☐scam – This app recommended me to purchase a ticket from a scammer. Do not trust this application. This app is also all run by ai and there is no customer service contact. Trash.” (1★, US)

6. Soften the redesign backlash [UX / design · 15 reviews · avg severity 2.2/3 · versions 7.180, 7.183]

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

“Hate the new app – The new app doesn’t work at all . Tried to search and it keeps going back to the old search” (1★, US)

7. Simplify navigation [UX / design · 12 reviews · avg severity 2.1/3 · versions 7.183, 7.177]

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

“Terrible app – Really bad app. So hard to select the dates you want to fly. Wants to give you suggested flights and days instead. The website is better, but can’t get on to it if you have the apps installed. Just avoid it” (1★, GB)

8. Fix features broken by the latest update [Bugs · 9 reviews · avg severity 2.2/3 · versions 7.183, 7.181]

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

“Touch screen – Touch screen is not working in your apps only ! My iPhone 12 max is updated What could be wrong?” (1★, US)

9. Make trials and renewals transparent [Pricing / subscription · 8 reviews · avg severity 2.1/3 · versions 7.174, 7.172]

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

“Beware – Took me to a 3rd party and my reservation is not yet paid for so I have a confirmation for a flight that hasn’t been finalized. Will cancel and dispute charges if still not finalized tomorrow 2 days later. Also, had weird charges s” (1★, US)

10. Ship the most requested feature [Feature requests · 10 reviews · avg severity 1.6/3 · versions 7.172, 7.164]

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

“Not intuitive enough – I have always used this app but I just wish it gave more options when wanting to search everywhere. I want to go for 3-4 days somewhere but it only seems to give me options for a week.” (3★, 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.