

App Store complaint report

Trainline: Book Europe Trains · thetrainline · current version 438.0.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2023-02-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.25
Reviews with a complaint	204 (68%)
Storefronts	US 150, GB 150
All-time App Store rating (US)	4.88 from 10,488 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	129	2.3	436.0.0 (9), 434.0.0 (8), 433.0.0 (6)
Pricing / subscription	106	2.2	436.0.0 (7), 429.0.0 (7), 433.0.0 (6)
Feature requests	72	2.2	436.0.0 (6), 430.0.1 (4), 435.0.0 (3)
UX / design	64	2.2	431.0.0 (6), 429.0.0 (6), 434.0.0 (5)
Performance	16	2.4	434.0.0 (2), 430.0.1 (2), 428.0.0 (1)
Crashes / freezes	5	2.8	392 (1), 390 (1), 434.0.0 (1)
Ads	4	2.3	436.0.0 (2), 435.0.0 (1), 433.0.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
438.0.0	8	3.2	50%
437.0.0	5	2.4	60%
436.0.0	27	2.4	59%
435.0.0	14	2.0	64%
434.0.0	25	3.2	52%
433.0.0	13	2.2	69%
432.0.0	14	3.9	29%
431.0.0	13	2.2	69%

Representative quotes

Bugs

“Never works – What’s the point in having an online website or app when you cannot book a ticket. There is a consistent error when trying to reach the payment page. I’ve switched to Train Pal instead.” (1★, v430.0.0, GB, 2026-08-17)

“Get tickets elsewhere! – Not only will you have to check every ticket diligently but if they give you an incorrect ticket that does not work. They offer no solution to fixing the problem or any refund for the issue at all. One of the worst experiences I’ve had” (1★, v384, US, 2025-09-04)

Pricing / subscription

"...has been a real tragedy To start with, The Trainline App runs fast and stable on iPhone BUT they'd search results shows different price every 10 minutes. It creates an sense of urgency and push you to book . Second, their prices are 30-100% higher than wha" (5★, v267, US, 2023-03-28)

"Predatory pricing – The prices are awful, the trains are worse, and if you ever need to refund your ticket you can say goodbye to your money." (1★, v436.0.0, GB, 2026-10-01)

Feature requests

"Give me ORARIOTRENI – I use OrarioTreni to check and control the time and status of trains in Italy. It has been bought by train line yet TRAINLINE doesn't give me the features of OrarioTreni. And on iPhone 15, for some reason I am unable to close the prompt t" (1★, v310, US, 2024-02-13)

"...Return when one changes the destination (on the same line) from the same starting point needs firing. It costs customers money. Please make it clear on the journey search results page which options involve an e-ticket (good) and which require collecting a " (1★, v438.0.0, GB, 2026-10-20)

UX / design

"...not exchange my or ticket or change it even though I called within minutes of booking it. Ended up wasting 40 euros for a bad and confusing interface and a company that won't honor its own exchange policy. Absolutely terrible and unacceptable." (1★, v297, US, 2023-11-09)

"UI ruined and apple pay not working in the app – Used to work with Apple Pay but today with the update it did not appear as a payment option — though it still is in the app settings. Missed a train because had no hard card and quit PayPal. Used to have a user " (1★, v369, US, 2025-05-16)

Performance

"App so slow – Doing everything in this app takes forever, just keeps loading no end. Horrible user experience." (1★, v394, US, 2025-11-11)

"Terrible app – Won't even load." (1★, v392, US, 2025-10-30)

Crashes / freezes

"Good, when it works. Very buggy – Nice when it works. But often gets stuck, despite good WiFi. E.g. click on an option then just gets stuck at "Checking 5 of 27 train companies" or randomly says "no trains available on this date" - simple buggy. Expect better" (3★, v434.0.0, GB, 2026-09-15)

"App glitching – Hi there! The app keeps crashing. It won't open since I did the last update. Please fix it!" (1★, v390, US, 2025-10-18)

Ads

"Poor – Too many pop-ups for advertising, too many other distracting messages when you just want access to your tickets. Also very dishonest marketing when buying tickets in the app. Marketing communications are ALWAYS switched on and need to manually opt-out." (1★, v435.0.0, GB, 2026-09-25)

"Too many advertising notifications – Never asked for them, don't want them, go away." (1★, v436.0.0, GB, 2026-10-08)

The 10 most important fixes

1. Answer support requests [Bugs · 59 reviews · avg severity 2.3/3 · versions 429.0.0, 435.0.0]

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

"Terrible Service – If you have any issues with delays or cancellations - good luck. Customer support is useless and they will simply say they are a third party provider and can't help you." (1★, US)

2. Improve content quality [Feature requests · 42 reviews · avg severity 2.2/3 · versions 436.0.0, 431.0.0]

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

"Wrong platform information – The platforms for Italy are inaccurate. I missed my train and the app has no way to request a refund." (1★, US)

3. Simplify navigation [UX / design · 33 reviews · avg severity 2.1/3 · versions 431.0.0, 429.0.0]

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

"Awful UX Changes – The recent changes to the UX make the app ever harder to use. From choosing destinations to ticket types - it's harder and harder to find what you need quickly." (1★, US)

4. Justify or adjust the price [Pricing / subscription · 31 reviews · avg severity 2.1/3 · versions 433.0.0, 436.0.0]

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

"Anti consumer – This app is anti consumer. Well designed, but anti consumer. £20 admin fee for ticket changes, it's a system not a person changing these tickets it shouldn't cost anything. This is a cheap way to make money out of users. I" (2★, GB)

5. Soften the redesign backlash [UX / design · 24 reviews · avg severity 2.2/3 · versions 429.0.0, 431.0.0]

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

"New updates are terrible – It's now far less quick and easy to buy a ticket, often commuters are in a rush and now it's far less to easy to actually purchase a ticket... will be looking into alternative apps" (1★, GB)

6. Make trials and renewals transparent [Pricing / subscription · 21 reviews · avg severity 2.2/3 · versions 436.0.0, 434.0.0]

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

"...Time Rewards. I did not realise that accepting the offer would lead to an ongoing paid membership. I later noticed an £18 charge from My Time Rewards on my card. I contacted them by phone and, after discussing it with them, I was told tha" (1★, GB)

7. Fix notifications [Bugs · 18 reviews · avg severity 2.2/3 · versions 436.0.0, 433.0.0]

Check notification delivery and let users control frequency in settings.

"Stop already! – Recently started absolutely incessant marketing notifications with seemingly no way to switch them off. I don't want to disable notifications for the entire app as they can be useful during a journey, but at this point it's " (1★, GB)

8. Stop data / progress loss [Bugs · 14 reviews · avg severity 2.2/3 · versions 436.0.0, 435.0.0]

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

"Reset am and PM and scammed me – Title." (1★, US)

9. Ship the most requested feature [Feature requests · 15 reviews · avg severity 1.9/3 · versions 434.0.0, 436.0.0]

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

"No add tickets/booking option? – I travel for work so work pays for my tickets and then they get forwarded to me. I click 'view tickets in app' from the email but it doesn't work because I didn't book them. Would be good to get an option " (3★, GB)

10. Fix features broken by the latest update [Bugs · 9 reviews · avg severity 2.3/3 · versions 431.0.0, 369]

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

"Can no longer reserve a seat – The button to request a seat reservation has been removed from the app. This is a high priority for commuters. I've now stopped using the app because of this and book through the GWR app instead." (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.