

App Store complaint report

Tripadvisor: Plan & Book Trips · Tripadvisor · current version 70.4.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-04-04 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.94
Reviews with a complaint	53 (18%)
Storefronts	US 150, GB 100, CA 50
All-time App Store rating (US)	4.82 from 481,661 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Feature requests	29	2.4	69.3.0 (6), 69.9.0 (4), 69.2.0 (4)
UX / design	24	2.5	69.3.0 (5), 69.2.0 (5), 69.7.0 (3)
Bugs	16	2.3	69.7.0 (4), 70.0.0 (2), 69.5.0 (2)
Pricing / subscription	16	2.1	70.0.0 (5), 70.2.0 (2), 69.9.0 (2)
Ads	3	2.4	69.5.0 (1), 69.1.0 (1), 68.3 (1)
Performance	1	2.9	69.9.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
70.4.0	7	4.0	0%
70.3.0	20	3.8	10%
70.2.0	23	4.3	13%
70.1.0	22	4.4	5%
70.0.0	33	4.2	24%
69.9.0	28	3.6	18%
69.8.0	29	4.5	3%
69.7.0	20	3.6	25%

Representative quotes

Feature requests

"...cumbersome. It is frustrating, inefficient, and makes the app completely unusable for how I plan my travel activities and dining. Please bring back a dedicated, easily accessible "List View" toggle for restaurant and local searches. Until the list vi" (1★, v69.3.0, US, 2026-08-15)

"Sooo buggy – Decent app, but jeez. You want a list of restaurant's, or things to do, and it will only show you a map. No.. I want a list! Well, you can't have one because we didn't think of that. Then when you want a map, there's a list, but you can't get " (3★, v70.0.0, US, 2026-09-22)

UX / design

"...a problem with presenting booking however the forums are the true draw to TripAdvisor. Otherwise Orbits and Expedia are easier to navigate apps and bring more to the table than this stripped down app. Know your audience." (1★, v69.3.0, US, 2026-08-16)

"Difficult to navigate the app – First time using the app and found it frustrating to navigate - Viator was much easier" (1★, v67.7, CA, 2026-04-20)

Bugs

"Things to do tab not working – Whenever I clicked "things to do" in any search, it just shows something went wrong error. Never worked for me. App updated to the latest version, network stable, refreshed multiple times like what's the problem it's really frust" (1★, v69.2.0, US, 2026-07-31)

"Click thru is broken – Whenever you search on the internet for "Ten must do in city X" and then click thru to the app it defaults to local results. Trip planning is impossible" (2★, v69.7.0, US, 2026-09-07)

Pricing / subscription

"Mediocre at best. – The service was great, atmosphere very nice, noise level not bad BUT. .. the very expensive food left a lot to be desired. I ordered the pasta as it was the least expensive entree at \$30, and it was so not good much less great. My husband t" (3★, v70.0.0, US, 2026-09-28)

"Cold bun, no ice, long wait, terrible!!! – Terrible terrible. Cold bun, no ice for a 3.50 drink, substandard burger not as good as Burger King or McDonald's. 2 1/2 x the price. Fries too thick and half burnt. I ordered a SMALL drink, a SMALL FRY, and 2" (1★, v69.9.0, US, 2026-09-21)

Ads

"Pointless now – This ap went from being a useful user generated guide to destinations. Now it is a pointless ad for boat and walking tours. Another on bites the dust." (1★, v69.1.0, CA, 2026-07-27)

"Stop harassing users – I connect to my existing account on a new cellphone and it's open season to try to sell me stuff. I'm in a city, I want to look up restaurants. Stop bothering me" (2★, v69.5.0, US, 2026-08-22)

Performance

"One time favorite now not usable – Use to be my go to app but sadly they got rid of the list review and are forcing a map view only. I don't understand why anybody thought this was a good idea. What used to take three minutes is now taking 20 minutes to find w" (2★, v69.9.0, US, 2026-09-16)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 19 reviews · avg severity 2.5/3 · versions 69.2.0, 69.3.0]

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

"Redesign is terrible – Not really crazy about the new App redesign, it is difficult to find a restaurant and to filter what you're looking for at a specific time. It is also hard to find restaurants as now you only get the map view, but no" (1★, US)

2. Ship the most requested feature [Feature requests · 18 reviews · avg severity 2.4/3 · versions 69.2.0, 69.3.0]

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

"No List View – The app has become nearly useless when the list view was removed. Map view only now. Sit there and poke pins one by one. What a terrible idea. Bring list view back." (1★, US)

3. Answer support requests [Bugs · 16 reviews · avg severity 2.1/3 · versions 69.3.0, 69.7.0]

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

"...a few weeks ago, I discovered an unexplained charge of more than \$1,300 on my account. I have made several attempts to contact them to get a clear explanation, but unfortunately, I have received no response. The lack of communication and " (1★, CA)

4. Improve content quality [Feature requests · 14 reviews · avg severity 2.3/3 · versions 69.1.0, 69.2.0]

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

"not what it used to be – Trip advisor used to offer great suggestions and did limited booking with high accuracy. Not any more. I typed in dates for a search to confirm tour availability. Trip Advisor gave me a great tour, but on the wrong " (1★, US)

5. Simplify navigation [UX / design · 13 reviews · avg severity 2.4/3 · versions 70.3.0, 69.7.0]

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

"Terrible accessibility for screen readers – If you rely on a screen reader like me, don't download this app it extremely hard to navigate and you won't be able to get any of the information that you're excited pierce can get. It's really ha" (1★, US)

6. Fix features broken by the latest update [Bugs · 6 reviews · avg severity 2.7/3 · versions 69.2.0, 69.7.0]

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

“Link not working with Google – The app usually follows a link directly in from Google to what you have searched for but it now trips out and goes straight to your local area after a sneaky flash of what you wanted to look at! Annoying! It d” (1★, GB)

7. Justify or adjust the price [Pricing / subscription · 7 reviews · avg severity 2.0/3 · versions 70.0.0, 69.9.0]

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

“Good just for information – Maybe TripAdvisor have some good trips to book, but not in Egypt. You pay one price that it’s not refundable, and after service provider ask for more money and at the end is more expensive than any other service ” (1★, US)

8. Make trials and renewals transparent [Pricing / subscription · 4 reviews · avg severity 1.9/3 · versions 70.0.0, 69.2.0]

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

“Disappointing – There is a stunning view from the restaurant. I only wished the food was equal to it. I have had better duck from my sister in law’s air fryer. If my meal cost half as much as Blue charged it would have been ok, but this w” (3★, US)

9. Reduce ad frequency and length [Ads · 3 reviews · avg severity 2.4/3 · versions 68.3, 69.1.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

“Ads are out of control – At this point they have rendered the app useless for real time restaurant search. Better to use Maps and search the restaurant site” (2★, CA)

10. Stop data / progress loss [Bugs · 2 reviews · avg severity 2.5/3 · versions 70.2.0, 69.9.0]

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

“Hopeless – Despite being logged into the app, my reviews don’t get published, and my helpful ticks don’t get added to any reviews. Waste of time. Deleted.” (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.