

App Store complaint report

Vrbo: Vacation Rentals · HomeAway.com, Inc. · current version 2026.42

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-08-10 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.03
Reviews with a complaint	110 (37%)
Storefronts	GB 150, CA 100, US 50
All-time App Store rating (US)	4.82 from 3,266,544 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	56	2.3	2025.39 (5), 2026.41 (4), 2026.35 (4)
Pricing / subscription	47	2.2	2026.42 (7), 2026.41 (4), 2026.35 (3)
Feature requests	44	2.2	2025.39 (5), 2026.41 (4), 2026.35 (3)
UX / design	24	2.3	2025.39 (5), 2026.35 (2), 2026.20 (2)
Performance	8	2.3	2026.35 (1), 2026.31 (1), 2026.41 (1)
Crashes / freezes	4	2.6	2026.31 (1), 2026.41 (1), 2026.19 (1)
Ads	2	2.9	2026.38 (1), 2026.12.912 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.42	29	2.8	38%
2026.41	26	3.5	27%
2026.40	6	4.0	17%
2026.39	6	4.0	17%
2026.38	4	2.8	25%
2026.37	4	1.8	50%
2026.35	10	2.4	60%
2026.34	3	2.3	33%

Representative quotes

Bugs

“Hard work using this site – Since they’ve introduced the new scheme of rewards I’ve been unable to log in to my owners account, I try to reset password & the new link keeps coming back as already expired. i wish they’d test things more thoroughly & mak” (1★, v2026.8, GB, 2026-02-27)

“App doesn’t work – This app always seems to be broken it takes too much time to do the admin” (1★, v2026.9, GB, 2026-03-13)

Pricing / subscription

“R b And B – We rented for 5 nights stayed there one night and left, the beds were so uncomfortable could Feel springs, the bed upstairs was broken, we sat on end up bed and mattress and box spring

lifted up, it was not fully equipped as it should have been, it” (5★, v2026.27, CA, 2026-07-08)

“worst customer service ever – booked a property in canada and i am living in canada. the price does show as USD but the bill shows the price is USD after i payed with credit card. when i tried to cancel. can not do it through app. i have to call vrbo helpline ” (1★, v2026.21, CA, 2026-05-28)

Feature requests

“Unusable – I have no idea who designed this app. Everything o go to do as a user simply doesn’t work. You have to stop and think about what the developer probably wants you to do. Want to see more info from the bottom half of the screen - swipe up - because th” (2★, v2026.12.912, GB, 2026-03-24)

“Awful – So I made a booking via Expedia who then force me to use the Vrbo app for one booking - I use Apple ID to log into both - Apple sets up two different private emails - Vrbo does not send the code so I can synchronous the emails The app does not allow y” (1★, v2026.2, GB, 2026-01-15)

UX / design

“Badly designed – Weak UI, particularly badly designed help function.” (1★, v2026.20, CA, 2026-05-20)

“A Nightmare – I’ve spent so much time on here today just trying to navigate in and out of ads that I don’t even want to spend the time to do this review. The Vrbo app on an iPad is a nightmare. And the fact that you can’t expand the picture as you can on Airbnb” (1★, v2026.38, GB, 2026-09-23)

Performance

“App not working – Trying to book a place but the app keeps freezing and running so slow you can’t do anything.” (1★, v2026.19, GB, 2026-05-13)

“Buggy APP. Photos don’t load and trip boards are clunky – Within the app photos don’t load and once you make a trip board, there’s no way to sort or filter. Even removing properties is difficult. Especially if you’ve shared the board with anybody else.” (3★, v2026.35, CA, 2026-09-01)

Crashes / freezes

“Glitch when looking at photos – Goes back to app screen when looking at photos, a shame you can only view via app and not internet that doesn’t crash” (1★, v2026.31, GB, 2026-08-08)

“App no longer works – It looks as if security has been tightened to the point the app no longer works. First of all I have to complete a puzzle to get in case I am a robot then I can’t do anything even when i get into the app. I have deleted it. Pity because w” (1★, v2025.41, GB, 2025-10-18)

Ads

The 10 most important fixes

1. Answer support requests [Bugs · 58 reviews · avg severity 2.3/3 · versions 2026.42, 2025.50]

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

“Shocking aftercare when owner cancels stay – Absolutely no help from the VrboCare team, once the home owner cancelled stay. Original booking was for a 4 bed home with pool and was offered a 1 bed apartment as an alternative. When I asked fo” (1★, GB)

2. Improve content quality [Feature requests · 20 reviews · avg severity 2.3/3 · versions 2025.39, 2026.42]

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

“Don’t trust VRBO listings – VRBO doesn’t stand by their product, and is not much help when something goes wrong. Will stay at hotels or use Airbnb if we need a house when we travel in the future. So disappointing on many levels. So many lis” (1★, US)

3. Make trials and renewals transparent [Pricing / subscription · 12 reviews · avg severity 2.3/3 · versions 2026.41, 2026.42]

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

“Cancelling isn’t easy – I booked a trip and have been trying to cancel for days and there is no way for me to do it through VRBO or the host. It just says booking not found. When I figure out how to cancel. I’m cancelling all my reservati” (1★, CA)

4. Soften the redesign backlash [UX / design · 9 reviews · avg severity 2.4/3 · versions 2025.39, 2026.42]

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

“Changes location – The app constantly changes the location of where I want to look at homes every

time I go to the map. What a pain!" (1★, US)

5. Fix login / account access [Bugs · 8 reviews · avg severity 2.6/3 · versions 2025.32, 2026.2]

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

"Difficult to get on – I have to get an email code and a text message code every time I try to log on. Really irritating. Just can't seem to stay logged in so I give up on properties in the end as too much faffing" (1★, GB)

6. Ship the most requested feature [Feature requests · 10 reviews · avg severity 2.0/3 · versions 2025.39, 2025.33]

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

"Ai filter is rubbish – Can you provide manual filter option please - the AI version doesn't work for basic things like villa with pool." (1★, GB)

7. Simplify navigation [UX / design · 8 reviews · avg severity 2.2/3 · versions 2026.12.912, 2025.33]

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

"Not user friendly – I find it difficult to navigate around the app especially when looking for support. There should be menu option on every page" (1★, GB)

8. Justify or adjust the price [Pricing / subscription · 8 reviews · avg severity 2.0/3 · versions 2026.24, 2026.21]

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

"First and Last rental – I will NEVER use your site again. I have rented from many different sites, yours cost me nothing but money. I will be sharing this. Not many people had used VRBO. I certainly won't either." (1★, CA)

9. Fix features broken by the latest update [Bugs · 7 reviews · avg severity 2.3/3 · versions 2025.39, 2025.40]

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

"Thanks for removal of AI filter – Your AI filter was useless. It won't even work if I ask to see 2 bedroom places, so I have to trawl through 100's of places unsuitable to me. Thank you for bringing back the manual filters so that I can at " (4★, GB)

10. Speed up loading [Performance · 2 reviews · avg severity 3.0/3 · versions 2026.24.912, 2026.19]

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

"Sooo slloowwww... – I have been using VRBO for years and love it. But this app is slow slow that it's unusable." (2★, 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.