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This profile was merged with one or more other Trustpilot profiles belonging to this company. Some reviews shown here were originally from another profile, but now appear in one place.Profiles can be merged for reasons such as identical domains, rebranding, or change in ownership. Read moreThey sells tickets and posts on the website buses that don't even run that day, and no support from staff or online and no refundDate of experience: June 28, 2025Date of experience: June 28, 2025I used Omio extensively during my recent trip to Spain to book both buses and trains. The app is very user-friendly, well-designed and made travel planning much easier on the go. I would have rated it 5 stars but I encountered one issue where I booked and paid for tickets but never received them. Unfortunately, I had to purchase new tickets. I submitted a claim but it took 3 weeks to resolve the issue and only after sending couple of reminders. I did eventually receive a refund but the process was slower than expected. Overall, a great app that I will likely use again but there's room for improvement in customer support and issue resolution speed.Date of experience: June 03, 2025I was struggling to find the travel connections I needed for my family group of 9 people. I sent a request for additional support and in just a few hours I received a personal reply from a representative named Israel who was tremendously helpful. Date of experience: June 28, 2025Was forced to use external suplier to buy the ticket, due to the train stations poor system. Mistakenly bought ticket for a wrong date. And there is no option for a refund. Even though there is almost 24h until it can be used.Date of experience: June 28, 2025Date of experience: June 28, 2025Booked two transfers and tickets showed incorrect pick up point to what was advertised..when I contacted customer service they couldn't even tell me the departure and arrival points..such a basic requirement to know where your bus stop is but ormio couldn't even tell meDate of experience: June 26, 2025Very good service Date of experience: June 27, 2025Date of experience: June 27, 2025The agent was fast , nice and resolved my problem very well Date of experience: June 27, 2025Fast replies for last minute date change due to faulty booking on my part, Youssef did a great job assisting me. I do regret the extra amount I had to pay, it could have been less since I needed an earlier flight instead of later, but this lies with Wizz and no blame to Omio I guess. Perhaps what could be improved is that the previous search query is not saved so less chance to make mistakes in the Omio appDate of experience: June 27, 2025Date of experience: June 27, 2025At Trustpilot, it's all about human content. This business can also access our AI-assisted response tool which helps them draft replies.Occasional use when I need a refund or there's a problem with a ticket bought through Uber. Always great customer service from Omio - agents are polite, professional and efficient.Date of experience: June 25, 2025Hi Gregor,Thank you for your review!We greatly appreciate that you took the time to leave a nice comment about your experience with us.We look forward to accompanying you on your future travels!Kind regards,The Omio TeamMy issue was resolved efficiently. Date of experience: June 26, 2025Hi Ate,Thank you for your review!We greatly appreciate that you took the time to leave a nice comment about your experience with us.We look forward to accompanying you on your future travels!Kind regards,The Omio TeamI am really glad Date of experience: June 26, 2025Hi D.Fallah,Thank you for your review!We greatly appreciate that you took the time to leave a nice comment about your experience with us.We look forward to accompanying you on your future travels!Kind regards,The Omio TeamGabriela was very helpful on the customer support chat :) simple date change for my tickets Date of experience: June 26, 2025Hi Ciara,Thank you for your review!We greatly appreciate that you took the time to leave a nice comment about your experience with us.We look forward to accompanying you on your future travels!Kind regards,The Omio TeamBooking the ticket went fine, but the return policy and communication during it was very frustrating and confusing. A simple confirmation email that shows a refund request is in process and may take many days until anything more comes of it would be super helpful. It further didn't help that the Omio chatbot was extremely unhelpful and really difficult to get past to try and actually get and useful information out of it. Date of experience: June 23, 2025Hi Christopher,Thank you for your feedback. We're glad the booking went smoothly, but we're sorry the refund process felt unclear. Your suggestion about clearer confirmation emails is valuable, and we'll share it with our team. We're also working to improve the chatbot experience so it's easier to get the information you need. We appreciate you taking the time to share your experience!Kind regards,The Omio TeamIf I could give 0 stars I would have done. The app glitched and ended up booking me on a bus that had already departed. At first I used the chatbot in customer services which was absolutely useless. Once I told chatbot that I was going to write a bad review I was contacted by 'Rodrigo' in customer services. I have had about 15 emails back and forth asking for the same information I have provided again and again. I've even shown them my bank account details as they claim they can't find the booking. The app is absolute rubbish. All this for £17.95, I now give up and am writing a bad review instead. If you can go direct to the bus company, do so. Don't use these cowboys ever. Date of experience: June 07, 2025Hi Joanne,We're truly sorry to hear about your frustrating experience. We understand how upsetting it can be to deal with booking issues, repeated requests for information, and delays in support.After reviewing your case, we can confirm that the bookings were made using two different email addresses. As part of our privacy and security policy, we're required to verify the email address connected to each reservation before accessing or sharing any booking details. This step is essential to protect our customers' personal data, and we appreciate your understanding.Please allow us some time to complete the review of your booking. We'll follow up with you via email as soon as the checks are completed.Kind regards,The Omio TeamI booked my tickets from Bahrain few weeks before my travel dates in UK and found the booking process very easy and friendly. The only time I was a bit unhappy was when I tried to reach out to the customer services and was not able to speak to a human. The Airspace in Bahrain and the Gulf states was closed for a day following the attack on the USA naval base in Qatar. I became concerned that I will not be able to return to Bahrain. So I wanted to cancel my train ticket to Manchester as I didn't know when the airspace will be opened. Luckily the next day there was a ceasefire and the airport stated to work as normal. So I used my ticket from bath to Manchester and now I'm home.I suggest under "others" you can put an option for emergencies such as wars, death and such emergencies. in those cases revert the case to a human agent to handle. But generally, your services are great and I will always use the site to book my bus or train tickets. RegardsMariam JanahiDate of experience: June 24, 2025Hi Ma,Thank you for your review!We greatly appreciate that you took the time to leave a nice comment about your experience with us.We look forward to accompanying you on your future travels!Kind regards,The Omio TeamOMIO works with the unreliable and irresponsible BlaBlaCar Bus company. We had a night bus from Montpellier to Geneva and the bus arrived about 40 minutes late. Well, that's okay, but we had paid extra for seats through OMIO because my friend and I get motion sickness. However, the seats were already taken and the customers sitting in them refused to move. We mentioned this to the driver, who said either we look for free seats in the back of the bus or we're leaving. Such customer service. We then sat separately in the back of the bus for the rest of the bus and suffered through the night feeling nauseous and irritated. In addition, the USB sockets on the bus didn't work and there was no paper in the toilet and it was filthy. Never again will we use OMIO or BlaBlaCar Bus.Date of experience: June 26, 2025Hi Onni,Thank you for taking the time to share your experience. We're truly sorry your journey was so unpleasant. That said, the onboard service, including seat enforcement, cleanliness, and facilities, is entirely managed by the carrier. While we understand how frustrating this must have been, these are not aspects Omio has control over. We recommend also sharing your feedback directly with BlaBlaCar Bus so they can address these service issues. We're always here to support with booking-related concerns and are happy to follow up if needed.Kind regards,The Omio Team Trainline is Europe's Nº 1 destination for train and bus tickets*Read real reviews from real usersAbout the train journey from Paris to Le HavreWant to travel from Paris to Le Havre by train? Start your journey with us. The train from Paris to Le Havre usually takes 3 hours 3 minutes on average to travel 177 km, although the quickest services can take as little as 2 hours 6 minutes. You can expect to find 18 trains per day running on this popular route. Good news! There are direct trains available to Le Havre, so you can just make yourself comfortable as soon as you board the train and just enjoy the journey. The route to Le Havre is operated by SNCF, the French national train operator. You're likely to be traveling on a TER regional train, or Intercités service during your journey, both of which offer modern comfortable seating. Did you know that Le Havre is one of the French towns that inspired the Impressionists? That's even more reason to visit and let your imagination run wild! Or check out our guide to Normandy by train for more inspiration. To help you get the best train deals, we'll highlight the cheapest train ticket prices from Paris to Le Havre in our Journey Planner. Just remember, the sooner you book your tickets, the more you'll save, as advance tickets start from £14.62. Keep reading for more information about the train journey to Le Havre, including FAQs, timetables with first and last train times and tips on booking cheap train tickets. If you're ready to book, just start a search for tickets with us today.How do I get from Paris to Le Havre?You can travel from Paris to Le Havre by train in about 2 hours and 36 minutes. With around 17 trains available on this route each day, taking the train is easy. Find out more about times, tickets and prices using our Journey Planner.How long is the train trip from Paris to Le Havre?On average, the train trip from Paris to Le Havre takes around 2 hours and 36 minutes, with 17 trains per day. The duration may vary slightly depending on the specific train and any potential delays. Use our Journey Planner to check out more information.How much is the train from Paris to Le Havre?Train tickets from Paris to Le Havre start from as little as €16, depending on the time of booking, class of service and type of train. Booking in advance often results in better prices.Can you take a high-speed train from Paris to Le Havre?Yes, you can travel on a high-speed train between Paris and Le Havre. The fastest journeys can take 2 hours and 5 minutes on TGV trains. High-speed trains often offer more comfort, different classes and services on board: check out the classes and onboard services available!The fastest trains from Paris to Le Havre can cover the distance of 110 miles (177 km) in as little as 2 hours and 5 minutes.Yes, you can travel on a direct train between Paris and Le Havre. There are usually 14 trains per day that are direct.The distance from Paris to Le Havre is around 110 miles (177 km). When you travel between them by train, the fastest journey time takes 2 hours and 5 minutes.You can travel from Paris to Le Havre by train with TGV and SNCF. Check out the classes and onboard services available during your trip. Yes, you can travel from Paris to Le Havre without flying. Take the train and enjoy a fast and comfortable journey. There are around 17 trains per day available on the route. The fastest train can take you there in 2 hours and 5 minutes!The best way to get from Paris to Le Havre is by taking a train. Trains offer a quick, comfortable journey taking just 2 hours and 5 minutes on the quickest services, with frequent departures throughout the day.The first train between Paris and Le Havre departs around 05:46 depending on the day and the train operator. It's always best to check the schedule on the day of travel with our Journey Planner for exact times.The last train between Paris and Le Havre departs around 22:15 depending on the day and the train operator. It's always best to check the schedule on the day of travel with our Journey Planner for exact times.Trains from Paris to Le Havre run frequently throughout the day, with approximately 17 trains available per day. Check our Journey Planner to see the full schedule.Depending on the operator, train tickets from Paris to Le Havre usually go on sale between three and six months before the date of travel. Booking in advance often means you'll find cheaper prices and more availability.For a return trip from Paris to Le Havre, simply book a round-trip ticket or two one-way tickets. Many train companies offer return trip discounts, making it convenient to travel by train. If you're looking for the return train journey, check out trains from Le Havre to Paris.In Second Class, TGV INOUI allows you to travel comfortably while enjoying the onboard services, such as free WiFi, power outlets and more.WiFiFree WiFi LegRoomAdjustable seats/footrests BarDining car PlugPower outlets SeatFold-down table LuggageBaggage storage ReadingReading light LegRoomMore legroom QuietZoneQuiet area Prefer to travel in style? Upgrade to First Class and you'll enjoy all the benefits of Second Class as well as some additional extras.WiFiFree WiFi LegRoomAdjustable seats/footrests BarDining car PlugPower outlets SeatFold-down table LuggageBaggage storage ReadingReading light LegRoomMore legroom QuietZoneQuiet area On board TGV INOUI trains, you can take up to 2 pieces of luggage measuring no more than 70 x 90 x 50 cm (27.5 x 35.4 x 19.6 inches), plus one hand luggage measuring no more than 40 x 30 x 15 cm (15.7 x 11.8 x 5.9 inches). If you are bringing an XL baggage (maximum 90 x 130 cm or 35.4 x 51.1 inches), it will replace one of the two 70 x 90 x 50 cm (27.5 x 35.4 x 19.6 inches) pieces of luggage authorised. All your luggage must be labelled before entering the train.All TGV INOUI trains are equipped with a café-bar car offering a range of food and drink to suit you at any time of day. The Bar is always situated in car 4 or 14 of the train. There's a range of local and responsibly sourced products on offer.TGV INOUI trains have free WiFi on board for you to use throughout your journey, allowing you to stay connected, reply to emails or even relax and enjoy what's offered on the TGV INOUI entertainment portal.ChildPassengerTravel with childrenChildren under 12 can get a half price ticket on TGV INOUI trains. Children under 4 travel free when they travel on your lap.If you've got a foldable bicycle, you can take it on the train as hand baggage, so long as it's no larger than 130 x 90 cm once folded. Or, if you can dismantle your bike, you can transport it in a cover or case no larger than 130 x 90 cm. You can still travel with a bike that cannot be folded or dismantled - you'll need to reserve a bike space on the train when you buy your ticket. Bike tickets cost €10 per bike, per journey.Small pets are allowed on board TGV INOUI trains provided they weigh less than 10kg. They must travel in a carrier no larger than 45 x 30 x 25 cm. Tickets for small pets cost €7. Larger dogs can also travel on TGV INOUI services, provided they are wearing a muzzle and are kept on a leash. Tickets for larger dogs cost €20. Guide dogs and assistance dogs travel free of charge on all SNCF trains.WheelchairSpecial AssistanceFor disabled passengers or those with reduced mobility, you can request assistance through 'Accès Plus'. With this service, a member of staff will meet you at the station and help you get to your seat on the train. To book assistance, contact Accès Plus after you book your tickets (and no later than 48 hours before your train is due to depart).We help customers across Europe make more than 172,000 smarter journeys every day. This profile was merged with one or more other Trustpilot profiles belonging to this company. Some reviews shown here were originally from another profile, but now appear in one place.Profiles can be merged for reasons such as identical domains, rebranding, or change in ownership. Read moreI've used Getyour Guide many times and it is a very good "one stop shop" to see what tours are available in your destination. You probably won't get any cheaper deals but it doesn't seem to be any more expensive either. The app has good reminders for your event and meeting point locationsDate of experience: June 23, 2025I have used Get your Guude several times now. They have an excellent choice of experiences to choose from with a description of each. There's easy access to tickets from the App, and great communication both when you have a query, and by sending reminders. Also, their book now pay later makes it easy to cancel if your plans change.Most recently used last week for a boat trip around the Amalfi coast. I enquired as to whether a hotel pick-up was possible - They responded and then contacted the tour operator all within a few hours.Date of experience: June 24, 2025The walking tour around Lucca was a great adventure. Our guide was very knowledgeable and interesting delivered with the local humour. We were taken to the famous points of interest but also to some local places that tourists wouldn't know of. A really enjoyable tour. Thank you. Date of experience: June 22, 2025It was an incredible hour and a half he explained so many things allowed us to take pictures and it was very interesting I highly recommend himDate of experience: June 26, 2025A wonderful day out with our guide Fred and the other guests from different part of the world. Fred is knowledgeable, friendly and he paced the day trip very well.Date of experience: June 23, 2025After booking an eight day trip starting in Milan, I decided to fly in one day before the tour start date,6/8, arriving 6/7. I made my reservation then proceeded to try to book the excursions for the time before the kick off tour meeting the night of the eighth. Since we were travelling to Milan, we wanted to do two things not covered in our tour: view The Last Supper, and tour Milan's Duomo. Here's a cautionary note to fellow travelers: if you are interested in viewing The Last Supper, plan well in advance - we were unsuccessful. However, we were able to book a good Duomo tour through Get Your Guide. We arrived in Milan on 6/7 around 2:00, and after settling in at our hotel went to the Duomo area to get the lay of the land and to determine where we had to go the next day, the day of our scheduled tour at 1:00. We found the area with little effort. The next day rather than show up "at least 15 mins." before the appointment time, we got there 1 hour early. We then went to the area and as 12:30 approached, we were getting a little concerned since no one else was there. I brought hard copies of my paperwork with all pertinent information and asked an official if she knew anything about it - she then directed me to the ticket window. The person there reviewed my paperwork and told me the tour was cancelled. I was both surprised and disappointed since my reasons for arriving a day early now became pointless. I couldn't understand why Get Your Guide hadn't informed me - did they even know? If they didn't, why was that? A day or two later I wrote to them asking for a refund and an explanation. Five days later and there was no response, so I wrote again. I also contacted the tour operator who told me to contact Get Your Guide. I paid $270 for one extra night at the hotel, besides the Duomo visit tickets, so I'm out close to $500 (including dinner) because Get Your Guide dropped the ball. I plan on doing everything possible to get my ticket fees back, but why didn't they issue a refund immediately in the first place? Why is it my responsibility to go through the trouble of having Get Your Guide do what any reputable organization would do without the consumer initiating action? Never had a problem with Viator and now I know who to use and who not to. Update: back from the trip (it was great). After reviewing my credit card statement, saw that Get Your Guide refunded our excursion cost ON JUNE 7. I'm outraged. No heads up, no explanation, just a refund as if that takes care of it. Never again, Get Your Guide - unreliable, non-existent notifications for cancellation.It was inexcusable and ruined the first day of our trip, so we ended up spending a little less than $400 (on hotel and dinner) with no Duomo to show for it.Date of experience: June 08, 2025The app is so easy to use and we have booked quite a few experiences with it. Had no problems what so ever. Will definitely be using in the future. Date of experience: June 26, 2025Great morning trip to Rhine Falls.Friendly driver, had a great time! Thank you Date of experience: June 26, 20254 Stars For Cancelling Our Entire Trip to The Arc De Triomphe with Guide with NO NOTICE. Guide was supposed to have been sick. So instead of giving us our tickets so we could go to the top they CANCELLED EVERYTHING. The staff at the Arc De Triomphe scanned the tickets for entry and they would not accept them. Absolute disgrace. You could have at least let us have our tickets and we could have gone ourselves. 1* FOR THE REFUND.WE WILL NEVER BOOK "GET YOUR GUIDE AGAIN". Date of experience: June 23, 2025The people were helpful when we were trying to find the bus the first day. The drivers were friendly. The audio was prerecorded so the information was very interesting.Our tour included a short river cruise. Make sure to get a paper ticket before going to the River Cruise portion of the tour.Date of experience: June 12, 2025Booked a 5 hour Dubai city tour through the Get your Guide app. Confirmation email as well as follow up correspondence plus a voucher and all details saved on the app too. Driver arrived on time and sent a text to say he was outside my hotel. A brilliant tour, easy to book and reliable! Thank you. Date of experience: June 26, 2025Get your Guide is easy to use in so many cities and is always reliable and delivers great experiences. This time our Balloon Ride in Marrakesh was a birthday gift from our daughters, their voucher made booking simple. Everything from pick up, to coffee before sunrise, the balloon ride and the Berber breakfast after was perfect. An unforgettable experience. Date of experience: June 26, 2025I always use Get Your Guide to research and book travel experiences. And each experience has been wonderful and led by quality companies and leaders. Date of experience: June 25, 2025I found the website by chance for Getyourguide. My partner and I were looking for things to do whilst on holiday in Portugal. We chose and booked our trips which was an easy experience from start to finish, with descriptions and choice being excellent. We realised after that this site covered all the trips so would be a definite to use for future holidays. Date of experience: June 26, 2025Absolute scam of a company!! Avoid, avoid! £82 scammed!Booked a horse riding trip where it asked for my weight accepted my order took my money then immediately told me I was too heavy for the horse ride despite being 93 kg and an average male weight. I then tried to cancel 10 minutes after and asked for an immediate refund and they told me it was against their customer policy?!? How about not scamming customers as a company policy? Avoid like the plague!!!Date of experience: June 28, 2025What a shit show is this. Misleading titels and after you book you get the real information. After that no refund! Help center does not reconize their fault. This was my first and LAST time booking thru get your guide.Date of experience: June 28, 2025I've booked several excursions in different countries through this app. It's easy to use and the follow up is very good with clear communication. So far I have not had a bad experience!Date of experience: June 26, 2025Did full day tour of Sintra, Cascais with Mario. Excellent tour, highly recommend this tour especially with Mario. Knowledgeable and very considerate guide. This was a highlight of our trip to Lisbon!Date of experience: June 25, 2025Mariña is a superb guide walking 15 of us through various places to try out their food and drinks in Madrid. The guests were also enthused and very interactive as was Mariña. The place were also good and we're able to accommodate my being a pescatarian. I would totally recommend this tour!Date of experience: June 27, 2025Visit to Borobudur and Prambanan.The local knowledge,punctuality, politeness and communication skills of the guide was excellent.The tour was for four people.The car was very comfortable and had great air con. It is a fantastic day out with alot of historical information and two great religious sights that are around 1200 years old.Date of experience: June 26, 2025