



Re: 回覆: Subject: Ongoing Draft of Complaint - Update
From: Rewired Rewired (re_wired@ymail.com)
To: service@trip.com
Date: Monday 24 March 2025 at 15:01 GMT
Subject: Follow-Up and Request for Dedicated Caseworker Regarding Complaint

Dear Trip.com Customer Service, EasyJet Customer Service, and SunExpress Customer Service,

I hope this message finds you well.

I am following up on my ongoing complaint concerning a travel experience booked via Trip.com, which involved flights operated by Trip.com, EasyJet, and SunExpress. The journey took place between **8th of January 2025 (departure)** and **12th of January 2025 (return)**.

In response to my initial communications, I received notifications from EasyJet and SunExpress. Unfortunately, my attempt to contact SunExpress resulted in an **"Undeliverable Notification"** due to a rejected recipient address. Additionally, EasyJet's automated response explained that their email address is not monitored, and I was directed to their website for further assistance.

Despite following EasyJet's instructions, attempts to use their online system to report the circumstances proved unreasonably complex, making it impossible to submit a detailed official document regarding my complaint.

Given these challenges and the fact that the booking was made solely through Trip.com, I believe it is practical and necessary to consolidate all correspondence and updates within Trip.com's platform for effective resolution. I also wish to commend Trip.com's professionalism in responding to my initial email. As such, I kindly request that this complaint be escalated and assigned to a **"Dedicated Caseworker"** who can comprehensively oversee all aspects of this case.

Key Aspects of the Complaint

1. **Misleading Information**: Discrepancies in the travel and baggage details provided through Trip.com led to unexpected complications during my journey.
2. **Unexpected Costs**: I incurred additional charges at both Gatwick and Antalya airports, stemming from unclear baggage policies and enforcement inconsistencies.
3. **Customer Service Shortcomings**: The lack of clarity and limited support from all parties involved negatively impacted on the overall travel experience.

Despite these setbacks, I remain committed to working collaboratively to resolve this matter in a fair and expedient manner. Please confirm receipt of this email and advise on the next steps. I am prepared to provide further documentation or clarification, should it be required.

Thank you for your time and attention. I look forward to your prompt response.

Best regards, **Mr. Simon Paul Cordell**

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ.

Email: Re_wired@ymail.com.

Tel: +447864217519.

CC:

- EasyJet Customer Service (customer.service@easyjet.com)
- SunExpress Customer Service (customer.service@sunexpress.com)

On Monday 24 February 2025 at 10:08:31 GMT, 携程旅行网客户服务部 <service@trip.com> wrote:

Dear Customer,

Thank you for your email.

For any further inquiries, you are welcome to chat with our Customer Support Team or contact 24/7 hotline.

[Click here](#)

<https://www.trip.com/help>

Email:

Flights: en_flight@trip.com

Hotels: en_hotel@trip.com

Trains: en_train@trip.com

Car Rentals: en_car@trip.com

Others: en_support@trip.com

Best Regards,

Hotline: (US) 001-8338960077 /(UK) 08081969996 /(Global Access) 0086-2132104669

www.trip.com

----- 原始邮件 -----

發件人: Rewired Rewired<re_wired@ymail.com>

時間: 2025年02月24日 18:05

收件人: 携程旅行网客户服务

部|customer.service@easyjet.com|customer.service@sunexpress.com<service@trip.com|customer.service@easyjet.com|customer.service@sunexpress.com>

主題: [External]Subject: Ongoing Draft of Complaint - Update

Dear Trip.com Customer Service,

I hope this message finds you well.

I am writing to provide an update regarding my ongoing complaint related to the recent travel experience booked through your platform. My journey took place from 8th January 2025 (departure) to 12th January 2025 (return). I wanted to inform you that I am still in the process of drafting a detailed complaint, which addresses the various issues I encountered, including misleading information, unexpected costs, and the associated inconvenience.

Please be assured that I am dedicating significant time and effort to thoroughly document my experience and the financial impact it has had. I aim to provide a comprehensive account that will help in resolving this matter effectively. Once the draft is complete, I will formally log the complaint with you and forward the completed document for your review.

In addition to Trip.com, I have also forwarded this update to EasyJet and SunExpress as these matters involve their services as well.

In the meantime, should you require any preliminary information or have any questions, please do not hesitate to contact me. Thank you for your understanding and patience.

Best regards,

Simon Paul Cordell

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