



Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From:en_flightservice@trip.com (en_flightservice@trip.com)

To:re_wired@ymail.com

Date:Thursday 10 April 2025 at 00:19 BST



Dear Simon,

Thank you for choosing [Trip.com](https://www.trip.com).

This is Karl, one of the managers from the Customer Success Team. Regarding your flight from London to Antalya (order no. 1653702646294295), I received your feedback about the baggage issue.

We would like to follow up with you regarding the baggage issue.

To assist you further, we kindly ask if you could provide any receipt or proof of payment for the extra baggage allowance that you may have paid at the counter.

Please note that we are still in the process of verifying the matter with the airline. We will provide you with an update within 24 hours.

Thank you for your patience and cooperation.

Best regards,

Karl
Customer Success Team

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