

Verification Links:

- **ClaimScore Real-Time Claim Validation**: Provides data-driven backend analysis for claim validation.
- **Consulting Fees Guide**: Offers insights into determining consulting fees with pricing analysis.
- **Average Consulting Rates By Industry**: Provides industry benchmarks for consulting rates.

- 1) **ClaimScore Real-Time Claim Validation**: <https://www.claimscore.ai/solutions/real-time-claim-validation>: Provides data-driven backend analysis for claim validation.
- 2) **Consulting Fees Guide**: <https://www.consultingsuccess.com/consulting-fees>: Offers insights into determining consulting fees with pricing analysis.
- 3) **Average Consulting Rates By Industry**: <https://consultingmavericks.com/start/other/average-consulting-rates-by-industry/>: Provides industry benchmarks for consulting rates.

a) These resources can help verify the estimated fees and ensure they are fair and competitive.

Detailed Compensation Claim for Simon Paul Cordell

Name: Simon Paul Cordell

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Date: 22nd January 2025

Subject: Request for Compensation Due to Misleading Information and Associated Costs - Stansted Airport

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01. [Introduction](#)

Dear “Trip.com” Customer Service,

I am writing to raise a formal compensation claim for a distressing experience using your platform. This experience caused extensive financial burdens, logistical challenges, and emotional distress to myself and my travel companion. The following sections detailed the series of issues encountered due to misleading information and errors on your platform, supported by comprehensive evidence. These include significant complications caused by Trip.com's mismanagement of bookings with EasyJet and SunExpress airlines.

02. Background Information

On **18th of December 2024**, I booked a round-trip flight from London to Antalya through Trip.com, and this included an additional baggage allowance. However, unclear and inaccurate information presented on your platform led to numerous instances of avoidable charges, confusion, and disruptions during both outbound and return journeys that are operated by EasyJet and SunExpress airlines. The issues we faced stemmed from Trip.com’s unclear and misleading presentation of baggage policies, compounded by failures to update paid-for allowances, leading to unexpected charges and logistical problems throughout the trip.

1) Cumulative Costs

- b) The sections below provides a detailed account of these events, supported by corresponding evidence and a breakdown of the financial losses incurred.

2) Cumulative Costs (Without Legal and Analysis Fees)

- a) **£216.90** – Paid to Trip.com, which included the first baggage fee, flights, and other services.
- b) **£53.40** - Train Fares Omio & Co, : Exhibit: C: OMIO-23-12-1439
- c) **£51.50** – Taxi fares for airport transfers disrupted due to travel delays and errors.
- d) **£40.00** – Additional baggage fee paid at Gatwick Airport due to the error.
- e) **£46.00** – Train fares from Gatwick to Luton Airport after missing the original flight.
- f) **£23.00** – Food and drink expenses incurred at Luton Airport while waiting for the rescheduled flight.
- g) **£69.63** – Additional baggage fee paid at Antalya Airport for the return flight.
- h) **£120.32** - Hotel Due to Disruption

Total (Without Legal Fees or Website Analysis Fees): £621.75.

£216.90 + + £53.40 + £51.50 + £40.00 + + £46.00 + £23.00 + £69.63 + £120.32 = £621.75.

3) Cumulative Costs (With Legal and Analysis Fees)

- a) **£12,327.50** – Solicitor fees and related legal expenses.
- b) **£8,500.00** – Fees for professional analysis of Trip.com’s website to document misleading practices.
- c) **£197.94** – Other associated legal expenses.
- **Grand Total (Including Legal Fees): £21,647.19. ‘As detailed below!’**

4) Summary:

- My compensation claim highlights my “**Cumulative Evidence And Supported Costs**” totaling to **£21,647.19**, this cost cumulates my direct expenses, legal fees, and analysis fees, for the disruptions and unnecessary charges caused by misleading and erroneous caused by information on the Trip.com platform. These failures directly impacted on my interactions with both EasyJet and SunExpress.

5) **Request for Full Refund and Additional Costs:**

- To address the financial and emotional losses caused by Trip.com's misleading information and errors, I kindly request the following resolutions:
 - Reimbursement of all additional expenses incurred due to the errors, £197.94 + £621.75 = £819.69, totaling **£819.69**, (excluding legal and analysis fees) inclusive of £3,550.00 + £7,087.50 + £1,690.00 + £8,500.00 = **£20,827.50** in legal fees.
 - Confirmation of reimbursement for all fees, currently estimated **£21,647.19**

a) **Improved Transparency and Communication:**

- For Trip.com and EasyJet as well as Sunexpress Airlines to all implement within their advertisements, e.g. **"Website Based And Other"** that of better detailed text-based explanations, alongside visual guides for baggage policies and other booking elements to prevent future misunderstandings and this is to include clear, visible information regarding what additional payments include, with no hidden costs. **"Reasons & Examples To Why Are Provided Below!"**

b) **Future Policy Changes:**

- A commitment that is adhered towards to ensuring all customer interactions meet Higher Standards of clarity and transparency, supported by improved training for customer service teams, for all issued raised in this Claim Letter.

c) **Compensation for Emotional Distress:** **"Exhibit: M"**

- Compensation for the undue stress, inconvenience, and disruption caused to myself and my travel partner, significantly impacting on the quality of our holiday and afterwards.

03. **Journey Details**

1) **Booking Hotel & Flight with Transport to the Airport**

- On **December 18, 2024**, I booked a round-trip flight from Antalya to London through 'Trip.com.' During the booking process, I selected and paid **£44.70** for an additional **15kg** suitcase allowance, ensuring it was explicitly booked in **my name** to avoid any misattribution. This payment, as per the website, was understood to cover both outbound and return journeys. At the same time, I also booked a hotel for myself and a companion to ensure seamless arrangements for our holiday.
 - **Caption For Receipt: £216.90. Exhibit: A: "Trip.com"-19-12-24-1020. 'As Exhibited in Enclosures below!'**
- On **21st of December 2024**, we booked a cab well in advance of our departure date of **08th of January 2025**, to ensure timely arrival at Gatwick Airport. This was necessary as the Brimsdown Train Station, what is my closest Train Station, did not have any early trains running to London Bridge to connect us to Gatwick. Booking the cab was our only viable option, and the travel arrangements were arranged by Trip.com for both the departure and return journeys.

- We are not claiming reimbursement for after arriving at Gatwick Airport and leaving to travel home as it was missed due to train delays, and this is explained in further detail below! The taxi was book and cost £51.50 each way as Exhibited below.
 - **Taxi Fare:** £51.50 *Exhibit: B: Taxicode - Book and Compare Taxi, Minibus, and Coach Hire Prices. 'As Exhibited in Enclosures below!'*
 - **Web linked:** [Taxicode • Book and Compare Taxi, Minibus and Coach Hire Prices](#)
- Additionally, using omio.com, we booked train tickets from London Bridge to Gatwick Airport for **£53.40**, as this provided us with a smooth and straightforward connection.
 - **Train Fare:** £53.40 *Exhibit: C: OMIO-23-12-1439. 'As Exhibited in Enclosures below!'*
 - **Web linked:** <https://www.omio.com>

2) **Leaving My Home in a Cab on the 08th of January 2025.**

- Before the cab arrived, I printed all receipts out twice that would be needed. The cab arrived at my home in time for us to leave and arrive at London Bridge Station at the correct time. The cab driver was friendly.

3) **At London Bridge Train Station**

- **As a Note:** We waited for the train to arrive and ordered some food from Greg's, which was nicely located in the train station, until it was time for our departure to Gatwick Airport. Once on the train, we soon arrived at the airport with our two small suitcases and additional larger luggage. The train ride was on time and had pleasant scenery along its route.

4) **Outbound Journey: Gatwick Airport "Inside the Airport"**

- Everything started to go awry once we stepped inside Gatwick Airport, as our minds began to process everything that followed. The travel information boards hung from the ceiling, displaying our departure gate number along with other crucial details. As we noticed the screens, we both hurried to a position where we could see the text clearly. It quickly became a game of wits to see who could determine our gate number first. My friend said the gate number before I did, and I pointed out that I had already seen it on the way into the airport.
- We rushed over to the gate and found the "**EasyJet**" section. As we queued, I placed my larger suitcase onto the conveyor belt where it would be weighed and checked in. We believed we could watch the suitcase travel along the short conveyor system, disappearing into a concealed area, where the trusted staff would oversee it for security before loading it onto our plane. However, as I touched my passport to the machine as requested, it denied my authorisation and asked me to pay an additional **£40**. I quickly thought over the situation and quietly said to my travel partner ... **'Here We Go, It's Not Working.'** "**The Baggage Check-In Process Failed.**" she looked into my eyes, and I quickly reassured her that, **"I Paid For It Already."**
- To rectify the situation, I asked my travel partner to kindly seek help from an "**EasyJet**" assistant. While she walked away, I rushed to pull out my phone to show the emails and receipts to whoever could assist us. I also managed to rummage through the printed documents I had prepared earlier.

- My travel partner soon returned with an **"EasyJet"** staff member. I was **100%** sure I had paid for the service through the **"Trip.com"** website, and I quickly logged into my phone to show the receipts. The staff member began to assist us by reviewing the system I had just used. She explained that the large suitcase had not been booked onto the plane because the payment had not gone through. We shared our receipts with her, hoping to prove our point, but she informed us that **"Trip.com,"** our booking advisor, had misled us into thinking we had paid for baggage when, in reality, we had only paid for the allowance to carry an extra suitcase, which was not reflected in their systems.
- She attempted to fit the suitcase in a measurement area and noted that it would barely fit, reassuring us, she advised us to hurry upstairs to check ourselves and our luggage in again. After hearing this, we rushed upstairs in the airport to check in at customs, hoping to make it to our departure gate before it closed, next after hearing this we both hurried upstairs into the airport to book ourselves and our luggage into customs so, we could then head off to our departure gate in time.
- At the passport check-in stage, we scanned our passports and were granted access to the next section of the airport. However, as we approached the conveyor belt to place our suitcases on it, staff stopped us and informed us that we could not take the larger suitcase this way. We explained what we had been told by the staff member downstairs to bring it up here, but this member of staff who was the Second Airport employee reiterated his decision. He insisted that we had to go all the way back downstairs and essentially repay for the luggage. He urged us to hurry, as we needed to return upstairs and start queuing all over again.
- We dashed back downstairs, found the same woman who had helped us earlier, and she rushed us to the machine. We placed the bags back onto the conveyor, checked in the suitcase again, and ended up paying another **£40**.
 - **Caption For Receipt:** £40:00 Exhibit: D: **"EasyJet"**-09-01-25—1051. *'As Exhibited in Enclosures below!'*

5) **Stuck Inside Of The Airport And A Missed Flight**

- We then had to run back upstairs into the airport for the second time and go past the passport ID check-in stage to reach the departure gate, only to find it closed through no fault of our own. We had done everything on time and correctly, even paying additional fees, but we were both misinformed at the airport due to the errors caused by the **"Trip.com"** website, but unfortunately, this was not made clear to us until we were back home. After reaching the Departure Gate and discovering it was closed, things worsened for us as we realised that we were then trapped in the airport. It turned out that nobody other than staff could exit the airport's departing section where we were confined; we were stuck within the building, as this is standard procedure unless you have boarded a plane and departed.
- We tried to grasp the situation, but our efforts yielded no positive results. Not only had we missed our flight, but now we were also trapped in the airport. Looking around, we wandered in and out of the duty-free shops, asking different staff for help, but no one could assist us as they only worked for

those departments. As we continued searching for someone who could advise us, it became increasingly frustrating as **“Airport Staff”** seemed to be hidden from our view.

- After some time wandering around, we came across another family with children. We exchanged our frustrations and realised they had missed the same flight as us as well. Together, we decided to work as a team to find a way out of the airport. Eventually, we spotted an airport cleaner who was working nearby. Everyone rushed over to him, trying not to overwhelm him with our worries. He knew the answers we desperately needed and advised us to go to the only **“Information Desk”** that was open.
- Once we found the **“Information Desk,”** we realised it was a **“British Airways Information Desk.”** To our dismay, there were no staff present to assist us. I could see two other families already queuing in front of us. Knowing this was the only Information Desk available in the airport and being for **“British Airways”** it became a troubling realisation for us, as after what felt like an eternity, ended as a British Airways staff member finally arrived, and we awaited our turn, to speak about our concerns.
- The lady greeted us by saying, **“Hello, can I help you?”** We explained our predicament, only for her to say, **“Sorry, we cannot help you as we are; “British Airways” and not “EasyJet,”** Stepping back from the queue, we found ourselves unsure of what to do next while stuck inside of the **“Gatwick Airport.”** I decided to keep my eyes on the only staff member we could see, who was the lady at the British Airways information desk. The rest of the group continued to wonder around asking, other staff members for help about how to get out of the Airport, but anyone they approached just sent them back to the British Airways desk, to where I was standing.
- I stayed close, watching the lady at the desk, and after some more time I finally approached her, I politely asked, **“Please, can you help us by contacting someone?”** She responded, **“Wait there, and I will contact someone from EasyJet, as all their offices are on the other side of the airport.”** After a moment, she informed us that someone would be on their way to collect us.
- Eventually, an EasyJet assistance personnel member arrived and explained that **“They Never Have Staff On the Departure Side Of Gatwick Airport,”** and that their offices were on the other **“Return Side.”** He reassured us that he would take us to our luggage and then to their offices, where we could speak with a **“EasyJet”** supervisor who might be able to put us onto the next flight.
- After a long walk and collecting our language, we arrived at the other side of the terminal where EasyJet staff and offices could be found then we were directed into the terminal and told to approach, other **“EasyJet”** staff, and ask to see the supervisor. Once we did this those staff tried to advise us away from them, but we all reiterated, as we explained that we were told to ask them for further advice. We and the family who had missed the plane with us were all then told by the **“EasyJet staff”** to wait for a person in a blue suit to be seen and approach him or her as that will be the supervisor. We spotted a man in a blue suit sooner than expected and approached him, but lacking the energy to rush to him as we did with the airport cleaner. Another staff member attempted to stop us again, but we explained that we needed to get to the supervisor before he disappeared. The staff member replied, **“Well, you better hurry up then.”**

- We explained everything to the supervisor, and I asked if we could be placed on the next flight since this was not our fault. The EasyJet supervisor stated he would charge us **£110 each**. We explained again that this was not our fault and that we had received erroneous information regarding our luggage. He continued to insist that we must pay and began typing on his computer. He also requested the names of both the male and female EasyJet staff members from earlier, who had sent us on this wild goose chase. According to his records, we had not paid for any baggage at all and demanded proof that we had **“Paid Twice.”** I showed him my receipts and reiterated that I could not identify the staff members, stressing the importance of getting on a flight as I had a dental appointment.
- After some deliberation, he accepted that what we were saying was true. He then informed us that there would be no more flights from Gatwick to Antalya until **January 10, 2025**, and that the next available flight would be at **8 Am** on that date. However, he offered to place us on a flight from **“Luton Airport”** if we could get there within the next **“Two Hours.”** I questioned whether it was feasible to reach Luton Airport without a plane or a car in time and he replied that it would be a very tight fit.
- The EasyJet supervisor then began typing on his keyboard to change our flights. He assured us that he had booked our luggage onto the plane. I asked if the luggage was booked for both the outgoing and return flights, and he confirmed it was. He instructed me to take a screenshot of his computer, and we then began our hurried journey to Luton Airport.
 - **Caption For Receipt:** Exhibit: E: **“EasyJet” Supervisor Manager Computer Screenshot.** *‘As Exhibited in Enclosures below!’*
- Change of flight booking and receipt of paid for seats **0102 HK** and **0202 HK** and luggage.
- Also, notice the numbers **“1”** and **“2”** after the # hash key, in the **“EasyJet” Supervisor Manager Computer Screenshot,** as these represent the three suite cases that we had to pay again for.
- There is also another fact being that in the **“EasyJet” Supervisor Manager Computer Screenshot,** the seats were put apart from one to the other, when they were paid to be beside each other, as invoiced below... Seats **0102 HK** and **0202 HK**.
 - a) **Paid Seats:** £10.10 x2
 - b) **Paid carry-on-Baggage:** £ 40.50 x1
 - c) **Auto-Check-In:** £1.50x4
 - d) **Paid Flights, Total Paid:** £216.90
 - e) **Caption For Receipt:** Exhibit: F: **“Trip.com”** invoice of purchases. *‘As Exhibited in Enclosures below!’*
 - f) **Caption For Receipt:** Exhibit: G: This is a text version extracted from the image above of the quoted invoice. *‘As Exhibited in Enclosures below!’*
 - g) **Total Paid** £216.90
- Also, **“Ticket Fare”** and **“Taxes & Fees”** are unfairly both grayed out in this section of the website as captioned by us.

6) To Luton Airport from Gatwick

- We had to rush to Luton Airport from Gatwick by use of the Gatwick Airport Shuttle, which operates frequently and provides a quick and convenient way to transfer between the two terminals. The Terminal Shuttle was free, but the train to Luton was not and cost us an additional **£23 each**.
 - **Caption For Receipt:** £23.00 + £23.00 = **£46.00**. *Exhibit: H: Train Tickets X2 from Gatwick Airport to Luton Airport. 'As Exhibited in Enclosures below!'*

7) Once at Luton Airport

- Once at the airport of Luton we needed to get food and drink at an additional cost and the receipts are included from Burger King, this was while we were stationary inside of the terminal awaiting and is quoted for two as requested back in compensation.
 - **Caption For Receipt:** £23.00. *Exhibit: I: **Food and Drink Expenses:** Luton-Airport-BurgerKing-09-01-25 -1051. 'As Exhibited in Enclosures below!'*

8) Return Journey: Antalya Airport "On The Way Home"

- **Brief Description:** On **12th of January 2025**, the Flight from Antalya to Gatwick was with **"SunExpress Airlines"** and we were Traveling back on **12th of January 2025!** I had prior booked the flights when at home and from **"Trip.com's"** Website and within that site, I specifically navigated to a section in Trip.com's website where they sold to me as titled an **"Additional Baggage Allowance,"** and this detail became central to the return section of our travels also due my interaction with the **"SunExpress Airline"** staff as I attempted to check in.
- **What Happened:** On our return home we received a prompt pickup from our hotel by the Dentaflly cab, we arrived at the airport with plenty of time to spare. However, when we approached the check-in counter to register our suitcases, a staff member from **"Sunexpress"** informed us that we needed to pay an additional fee for our baggage.
- We presented all our receipts to the staff member, explaining that a manager at Gatwick had previously provided us with a screenshot from his system. He had assured us that all our luggage was accounted for, including the return journey, when he transferred us from Gatwick to Luton. The staff member, however, insisted that the booking agent had only covered the cost of the tickets, which were **£30 each**, and suggested we should resolve the issue with Trip.com after our flight.
- Adding to our understanding of that present time, she clarified that the booking agent had not paid for any luggage on the return trip, only for the outbound journey. She displayed plastic cards showing various suitcase sizes and weights, with associated fees for each option. **"I Pointed Out That Our 15kg Bag Was Incorrectly Classified In The Free Baggage Section Rather Than As Carry-On."** Additionally, I noted that **"We Had Paid For One Carry-On Bag For Both Legs Of The Trip,"** but **"The Return Segment Was Mistakenly Attributed To A Second Passenger Departure Rather Than Myself, In The Free Section After Paying For It."**

- Despite our explanations and evidence of the booking error made by **“Trip.com,”** she still required an additional payment, and I had no choice but to comply. At the time we were not fortunate to get justice about paying all these additional fees, as we still had not completely worked out what had happened until I got home and done a review and analysis. The **“Sunexpress”** assistant offered a discounted rate for our **“Two Small Suitcases That Was Our Personal Items,”** and **“One Larger One, As Carry-On Baggage”** at an additional cost of £69.63.

- **Clarified Account of the Baggage Issue:**

- 1+ **Initial Booking on Trip.com:**

- a. **Two 15kg Bags Added to "Free Baggage Allowance":**

- During the booking process, two 15kg bags were categorised under **"Free Baggage Allowance,"** but Not the **"Paid-For"** section, unrecognised by us and at no fault of our own.

- b. **Website's Misleading Layout:**

- Trip.com's division of **"Free Baggage Allowance"** and **"Paid-For Baggage Allowance"** into separate sections in their website caused significant confusion. This layout made it unclear that the 15kg baggage purchased should have also been recorded under **"Paid-For-Section"**

- c. **Misinterpretation of Free Allowance:**

- The website displayed 15kg added under **"free,"** creating the assumption that this allowance applied to both outbound and return journeys. At the time, it wasn't evident that EasyJet already permits 15kg for free.

- 2+ **Additional Confusion Before Payment:**

- a. **Faulty EasyJet Video Link:**

- Attempting to verify details using EasyJet's video only added to the confusion as the link provided on their website did not function properly.

- b. **Incorrect Classification of Purchased Baggage:**

- It seemed as if the 15kg bag, which was intended to be categorized under **"Carry-On Baggage"** as **"Paid For,"** after I purchased it was instead incorrectly placed in the free section, but due to the paid for and free section being divided across the webpage concluded to there only being a free section after payment of my additional baggage, which seemed as if it included free and paid for details. This misplacement of the **"Paid For,"** and **"Free Baggage Allowance,"** which are divided into separate sections of the webpage, suggested that the baggage allowance had been fully accounted for, despite it being a booking error and there being no payment for baggage in the paid for section once paid for and the additional issue of there being two different sections in different places of the website page.

- 3+ **Discovery of the Issue During Travel:**

- a. **Empty Bag on Outbound Journey:**

- The 15kg bag was left empty during the outbound leg and was intended for gifts and presents to be carried back on the return journey.

b. **Return Journey Mistake:**

- Upon returning, it was discovered that the 15kg allowance purchased had not been correctly added to the itinerary as it should have been. Although the purchased allowance was confirmed during booking, it did not appear in any rightful places in the travel documents or booking system.

c. **Mistaken Belief in Platform Efficiency:**

- The assumption was that Trip.com would manually rectify discrepancies as part of their service commitment. Unfortunately, **“This Intervention Never Occurred.”**
- We initially believed this issue to be a part of the standard booking process, due to time. We assumed that Trip.com, as part of their commitment to providing quality service, would intervene manually to ensure the accurate inclusion of the purchased baggage allowance in the system at some stage of time. Unfortunately, this did not happen, and Trip.com failed to meet our expectations for service quality, leaving the issue unresolved.

4+ Incident at Antalya Airport:

a. **Misleading Display by SunExpress Staff:**

- At Antalya Airport, a SunExpress staff member provided plastic cards that showed suitcases could not qualify as personal items or carry-on baggage. These further contradicted their own policies and caused confusion.

b. **Demand for Additional Payment:**

- Despite evidence of prior payment and explanation of Trip.com’s error, SunExpress still required an additional **£69.63**. Although a discount was provided, the payment was unfairly unavoidable.

c. **Disregard for Paid Baggage:**

- The staff member insisted on charging for the small suitcases and the larger 15kg bag, due to them all being suitcases and was very adamant about this.
- The Larger 15kg was the only suitcase that should have been properly classified as carry-on baggage under the paid-for section, but it was not. In the itinerary, it states: **“Return Flight 1 Piece Per Person, 4kg Each. Our Small Suitcases Were Well Within The Permitted Size And Weight Limits,”** for small personal carry-on baggage. Despite this, the SunExpress staff ignored this detail, and the supporting evidence presented, continuing to request additional payment as they were all suitcases and the larger one not being registered. This action compounded the financial burden already incurred due to Trip.com’s initial mismanagement and the systemic lack of proper communication.

5+ Post-Journey Realizations:

a. **Understanding of Free Allowance:**

- After the trip, it was understood that EasyJet allows 15kg under the free baggage allowance regardless, meaning the purchased allowance should never have been classified as **“Free”** nor was it classified as **“Paid-For”** even aloe it had.

b. **Systematic Failure:**

- Trip.com’s booking and communication failures resulted in avoidable financial losses and logistical challenges. The platform’s misclassification and lack of clarity contributed significantly to the issues encountered.

Additional Costs Related to Baggage and Travel:

- **Additional Baggage Fee at Antalya Airport:** £69.63 (**Exhibit J: Antalya Airport Baggage Fee**)
 - **Missed Cab Fare at London Bridge:** £51.50 (**Exhibit K: Receipt unavailable due to other ongoing matters**)
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04. Analysis and Findings

- After returning home, I conducted a comprehensive review of my experience with Trip.com to identify the causes of our sufferings.
 - a) **Other key issues identified include:**
 - 1+ **Lack of Detailed Breakdown:** Trip.com failed to provide an itemized breakdown of taxes, fees, and surcharges during the booking process, leaving customers unaware of what they were paying for.
 - 2+ **Inconsistent Information:** The "Farecards" displayed during the booking process varied between searches, causing significant confusion about what was included in each fare option.
 - 3+ **Misleading Practices:** The reliance on visual aids without clear textual descriptions suggested additional fees unnecessarily, creating further confusion.
 - 4+ **Impact on Passengers:** These hidden costs imposed unexpected financial burdens on passengers, contributing to a negative overall experience.
 - Trip.com failed to provide a detailed breakdown of these fees, leaving customers unaware of what they were paying for.
 - b) **Request for Hidden Taxes and Fees Resolution:**
 - I would like to inquire about the specific breakdown of the taxes and fees, as this information is not readily available on your website. Please let me know how this discrepancy can be resolved and provide me with a detailed breakdown of the charges. I have included screenshots of these **"Farecards"** and included them below for your reference.
- 1) **Inconsistent Baggage Policy Presentation:**
 - The baggage policy relied on color-coded icons and generic labels, which were inconsistent and failed to clarify key details.
 - A critical error occurred when the additional baggage allowance purchased for my trip was not correctly reflected in airline systems. This led to extra charges at Gatwick **£40.00** and Antalya **£69.63**.
- 2) **Baggage Policy Manipulation of Personal Items and Carry-On Policies:**
 - a) **Baggage Policy Manipulation**
 - Travel agents and booking platforms, including Trip.com, frequently manipulate customers into believing they need to pay for any suitcase to be brought on holiday. This manipulation is achieved through:

- 1+ **Misleading Visual Aids:** Depicting only rucksacks as to being allowed for use when carrying on an airplane Personal Items, creating a false impression that suitcases are not permitted without extra fees.
 - 2+ **Lack of Clear Text Descriptions:** Failing to provide clear text-based explanations that suitcases are allowed as carry-on baggage for the use of personal items and vice versa.
 - Airline policies for "**99%**" of carriers generally allow a range of "**Personal And Carry-On Items**" including "**Small, Medium, And Large Suitcases**" provided they meet "**Weight And Size Regulations.**" Misleading representations on booking platforms lead passengers to believe otherwise.
 - **Uniform Manipulation Across Platforms:** The systematic use of these practices by booking agents creates widespread confusion and often results in passengers incurring unnecessary fees.
 - **The Video Link That Did Not Work in EasyJet's Website but I Got It Too Anyways:**
 - **Extract for "EasyJet":** Exhibit A1, above!
 - horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.TripComAndAirlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/
 - Contradicting information is advertised in "**EasyJet's**" "**webpages**" and "**Video.**" as demonstrated in the "*Trip.com Customer Experience and Service Evaluation.*"
- 3) **Service Discrepancies:**
- Services purchased through Trip.com did not align with the expectations set during the booking process. For instance:
 - a. The baggage allowance was advertised as covering both legs of the trip but was only applied to the outbound journey.
 - b. Customer support failed to resolve these issues promptly or provide sufficient assistance, leading to further inconvenience and financial losses.
- 4) **Negative Customer Experience:**
- The user experience on Trip.com was riddled with inconsistencies, such as:
 - a. Critical policy updates or terms communicated via small pop-ups that were easy to miss.
 - b. Lack of a clear escalation path to resolve errors encountered during the booking process or at the airport.
- 5) **Conclusion:**
- In conclusion, this section highlights the need for transparent, clear, and accurate communication regarding baggage policies. Providing specific examples, consistent textual descriptions, and eliminating deceptive visual aids as this will help prevent confusion and ensure a fair travel experience for passengers.

05. [Impact](#)

Impact Statement

Exhibit: M

1) Suffering and Loss

The events surrounding this trip have profoundly affected both my travel partner and me, leading to significant emotional, physical, and financial distress. These impacts, caused solely by errors, mismanagement, and misinformation from service providers, have continued to affect us long after the trip, resulting in undue stress and discomfort.

- **Stress and Anxiety:**

- a. Repeated baggage issues and misinformation caused overwhelming stress throughout our journey.
- b. The anxiety of potential additional fees, flight disruptions, and lack of clear assistance disrupted our ability to enjoy the holiday.

- **Financial Strain:**

- a. **Cumulative Unexpected Costs:** Including baggage fees (£69.63 + £40), transportation (£46), and food (£23), have imposed a heavy burden on us, escalating a total of out-of-pocket losses to £621.75, excluding legal and analysis fees.

- **Disruption and Inconvenience:**

- a. Incorrect baggage information and errors in communication disrupted our planned itinerary, leading to missed flights, emotional turmoil, and delayed resolutions at airports.
- b. Being trapped within airport departure zones, with limited resources and unresponsive staff, added to the distress.

- **Emotional Distress and Physical Discomfort:**

- a. Lack of support and recurring misinformation triggered feelings of helplessness, compounded by frustration while managing unexpected disruptions.
- b. Long hours at the airport without rest led to severe physical exhaustion and discomfort.

2) Ongoing Financial and Emotional Toll

The ramifications of the trip's failings did not end upon returning home. Since **12th January 2025**, I have dedicated extensive time and energy toward addressing the resulting injustices, exacerbating my financial and emotional strain:

- **Emotional Impact:**

- a. The constant reminders and necessity to review painful events have prolonged the emotional strain initially caused during the trip.
- b. Pursuing justice has interrupted my daily life and personal well-being.

- **Financial Impact:**

- a. Efforts to recover compensation for the ongoing costs, coupled with unpaid legal fees totaling £12,327.50, highlight the extent of the financial losses incurred.

3) Daily Compensation Rate

To further illustrate the extent of the stress endured while seeking resolution, I present the following:

- **Stress Compensation Fee Calculation:**

- a. **Daily Fee:** £50 (representing the mental/emotional toll).
- b. **Total Days Worked Under Stress:** 60 (from **12th January 2025** to **12th March 2025**).
- c. **Subtotal:** £3,000 (currently not being charged).

This fee aligns with my legal rights under the “**Consumer Rights Act 2015 and FCA Regulations,**” which protect consumers against unfair practices.

4) **Cited Laws Supporting the Claim**

1+ **European Regulation (EC) No 261/2004:**

- Addresses rights to compensation for delayed/canceled flights, establishing the importance of operational clarity and reimbursement for incurred losses.

2+ **Consumer Rights Act 2015:**

- Mandates that service providers communicate transparently and avoid unfair practices that cause consumer harm.

3+ **Financial Conduct Authority (FCA) Standards:**

- Regulates the conduct of claims management services, ensuring providers meet high ethical standards.

These provisions reinforce my entitlement to reimbursement for financial losses and fair compensation for the emotional and physical toll endured due to service failures.

5) **Request for Resolution**

In light of the above:

- a. I request the reimbursement of the total financial losses incurred, amounting to **£21,647.19 (Including Legal And Analysis Fees But Not Stress UpToDate!)**.
- b. I request immediate implementation of the measures outlined, including improved transparency and customer communication

06. **Key Points Supporting My Position**

1) **Misleading Information:**

- The advertisement and receipt secured for “**Additional Baggage Allowance**” and therefore led me to believe I had secured a larger suitcase.

2) **Consumer Protection Laws:**

- Information presented on your platform did not fulfill requirements for accuracy and clarity.

3) **Terms and Conditions Review:**

- Inconsistencies in advertised baggage allowances between flights raise questions about compliance.

4) **Exceptional Circumstances:**

- Errors on **“Trip.com’s”** part led to significant financial losses beyond the cost of the original flight.

5) **Customer Service Resolution:**

- Addressing this situation fairly is crucial.
- From the comprehensive analysis of the provided content, there are **33 distinct wrongs** explicitly mentioned or implied. Below is the complete list of all these wrongs and their corresponding explanations:

Comprehensive Table:

[\[To Parent Directory\]](#)

[01. Misleading Booking Process](#)

[02. Hidden Taxes and Fees](#)

[03. Taxi-Fare to London Bridge](#)

[04. Then-Train-Tickets to Gatwick Airport](#)

[05. Baggage Fee at Gatwick EasyJet](#)

[06. Missed Flight from Gatwick](#)

[07. Trapped in Gatwick Airport](#)

[08. Interaction with EasyJet Supervisor](#)

[09. Rebooking Flight to Antalya from Luton](#)

[10. Train Tickets from Gatwick to Luton](#)

[11. Food Expenses at Luton Airport](#)

[12. Hotel Costs Due to Disruption](#)

[13. Return Journey Baggage Fee Antalya Airport](#)

[14. Missed Cab Fare on Return](#)

[15. Emotional Distress](#)

[16. Legal Fees for Litigation](#)

[17. Professional Website Analysis Fees](#)

[18. Trip.com's Website Design Flaws](#)

[19. Inadequate Customer Support](#)

#	Incident/Claim	Details	Reason/Context	Exhibit/Evidence Supporting the Claim	To be Addressed	Addressed
1	Misleading Booking Process	Critical information on Trip.com's baggage policies was unclear, leading to confusion.	The platform did not clearly specify whether the additional baggage allowance applied to both legs of the trip. This confusion arose because the allowances for free baggage and additional baggage were presented separately, leading to misunderstandings and resulting in complications with EasyJet and SunExpress.	Web Link: 01. Misleading Booking Process	☒	☐
2	Hidden Taxes and Fees	Price discrepancies observed (e.g., £205 increased to £216.90 without explanation).	Lack of transparency during booking impacted financial planning and created hidden costs.	Web Link: 02. Hidden Taxes and Fees	☒	☐
3	Taxi Fare to Gatwick Airport	£51.50 spent on a taxi due to no early trains available.	Necessary cost for timely travel to the airport.	Web Link: 03. Taxi-Fare to London Bridge	☒	☐
4	Train Tickets to Gatwick Airport	£53.40 spent on train tickets.	Evidence of planned travel to the airport as part of the trip.	Web Link: 04. Then-Train-Tickets to	☒	☐

#	Incident/Claim	Details	Reason/Context	Exhibit/Evidence Supporting the Claim	To be Addressed	Addressed
				Gatwick Airport		
5	Baggage Fee at Gatwick (EasyJet)	£40 paid at the EasyJet counter due to baggage not being registered correctly by Trip.com. .	Mismanagement caused repeated payments for the same baggage allowance.	Web Link: 05. Baggage Fee at Gatwick EasyJet	☒	☐
6	Missed Flight from Gatwick	Missed EasyJet flight despite following instructions and paying additional fees.	Result of misinformation and errors caused by Trip.com, leading to significant inconvenience.	Web Link: 06. Missed Flight from Gatwick	☒	☐
7	Trapped in Gatwick Airport	Confined to the departure terminal after missing the flight.	Standard procedures made it difficult to leave without staff assistance, exacerbating the situation.	Web Link: 07. Trapped in Gatwick Airport	☒	☐
8	Interaction with EasyJet Supervisor	Required proof of payment for baggage and further negotiations for the next flight.	Confusion about already paid fees delayed resolutions and heightened stress.	Web Link: 08. Interaction with EasyJet Supervisor	☒	☐
9	Rebooking Flight to Antalya from Luton	Required determination to get justice.	This was necessary to catch the next flight due to earlier errors caused by Trip.com.	Web Link: 09. Rebooking Flight to Antalya from Luton	☒	☐

#	Incident/Claim	Details	Reason/Context	Exhibit/Evidence Supporting the Claim	To be Addressed	Addressed
10	Train Tickets from Gatwick to Luton	£46 train fare incurred to travel between Gatwick and Luton airports.	This was necessary to get to Luton.	Web Link: 10. Train Tickets from Gatwick to Luton	☒	☐
11	Food Expenses at Luton Airport	£23 spent on food and drinks while waiting for the rebooked flight.	Unanticipated cost caused by flight delays and schedule disruption.	Web Link: 11. Food Expenses at Luton Airport	☒	☐
12	Hotel Costs Due to Disruption	£120.32 spent on accommodation following missed flight delays.	A direct financial loss tied to significant travel disruptions caused by Trip.com.	Web Link: 12. Hotel Costs Due to Disruption	☒	☐
13	Return Journey Baggage Fee (Antalya Airport)	£69.63 charged by SunExpress despite prior assurances.	Baggage allowance was not correctly registered for the return journey.	Web Link: 13. Return Journey Baggage Fee Antalya Airport	☒	☐
14	Missed Cab Fare on Return	£51.50 wasted on a pre-booked taxi due to delayed train arrival. (Exhibit K)	<i>This claim is related to the Southern Rail issue and not part of this specific compensation claim.</i>	Web Link: 14. Missed Cab Fare on Return Exhibit K: Communication Logs with Taxi Company	☒	☐
15	Emotional Distress	Significant stress and	Emotional toll on the claimant and	Web Link:	☒	☐

#	Incident/Claim	Details	Reason/Context	Exhibit/Evidence Supporting the Claim	To be Addressed	Addressed
		inconvenience caused by errors and disruptions.	their travel partner due to avoidable circumstances.	15. Emotional Distress		
16	Legal Fees for Litigation	£12,327.50 incurred for solicitors to prepare, manage, and pursue litigation due to Trip.com's negligence. (Exhibit N)	Reflects the extensive time and resources required to resolve financial and logistical losses caused by mismanagement.	Web Link: 16. Legal Fees for Litigation	☒	☐
17	Professional Website Analysis Fees	£8,500 spent analyzing Trip.com's website to identify misleading practices and policy gaps, resulting in undue harm.	Demonstrates the claimant's forced time investment in gathering evidence to support legal claims effectively.	Web Link: 17. Professional Website Analysis Fees	☒	☐
18	Trip.com's Website Design Flaws	Visual aids lacked clarity, and ambiguous fare details created confusion.	Misleading platform design led to booking errors and financial losses.	Exhibit: A to N: & Exhibits: 1 to 34: Consolidated Claim Summary Web Link: 18. Trip.com's Website Design Flaws	☒	☒

#	Incident/Claim	Details	Reason/Context	Exhibit/Evidence Supporting the Claim	To be Addressed	Addressed
19	Inadequate Customer Support			Web Link: 19. Inadequate Customer Support	☒	☐

07. Calculating Our Losses While At Home

After our trip, I meticulously reviewed all travel-related expenses, legal fees, and administrative efforts undertaken to document and pursue this claim. Below is a comprehensive breakdown:

1) Summary of the Claim

Based on the detailed breakdown and the combined calculation, the compensation claim includes the following:

- **Trip.com & Airlines Claim:** Total Compensation = **£21,647.19**

2) Breakdown of Client Financial Losses

a) Trip.com Booking (Flights and Services)

- Cost of round-trip flights and additional baggage allowance booked on Trip.com.
- *Caption for Receipt: Exhibit A: "Trip.com"-19-12-24-1020 **Total:** £216.90. 'As Exhibited in Enclosures below!'*

b) Taxi Fares for Airport Transfers

- Cost of a cab to Gatwick Airport booked via Taxicode.
- *Caption for Receipt: Exhibit B: Taxicode - Book and Compare Taxi, Minibus, and Coach Hire Prices **Total:** £51.50. 'As Exhibited in Enclosures below!'*

c) Train Tickets to Gatwick Airport

- Tickets booked via OMIO to connect from London Bridge to Gatwick.
- *Caption for Receipt: Exhibit C: OMIO-23-12-1439 **Total:** £53.40. 'As Exhibited in Enclosures below!'*

d) Additional Baggage Fee at Gatwick Airport

- Payment made at Gatwick Airport due to Trip.com's failure to register the additional baggage allowance.
- *Caption for Receipt: Exhibit D: EasyJet-09-01-25 **Total:** £40.00. 'As Exhibited in Enclosures below!'*

e) Train Tickets from Gatwick to Luton Airport

- Additional transportation costs incurred due to the missed flight at Gatwick.
- *Caption for Receipt: Exhibit H: Train Tickets X2 (£23.00 + £23.00) **Total:** £46.00. 'As Exhibited in Enclosures below!'*

f) **Food and Drink Expenses at Luton Airport**

- Expenses during the extended wait for a rescheduled flight.
- *Caption for Receipt: Exhibit I: Luton-Airport-Burger King-09-01-25 **Total:** £23.00. 'As Exhibited in Enclosures below!'*

g) **Additional Baggage Fee at Antalya Airport**

- Payment made upon returning to London for incorrectly classified baggage.
- *Caption for Receipt: Exhibit J: Antalya Airport Baggage Fee Receipt **Total:** £69.63. 'As Exhibited in Enclosures below!'*

h) **Hotel Fees During Delayed Travel (January 8–12, 2025)**

- Cost of accommodation during disruptions.
- *Caption for Receipt: Exhibit L: Expedia Receipt for £120.32 **Total:** £120.32. 'As Exhibited in Enclosures below!'*

- **Subtotal (Without Legal Fees):** £216.90 + £51.50 + £53.40 + £40.00 + £46.00 + £23.00 + £69.63 + £120.32 = **£621.75.**

3) **Legal Fees Breakdown for Trip.com Compensation Claim**

a) **Detail for Claim Submission:**

- Legal Costs and Reimbursement as a Litigant in Person.
- As a litigant in person actively managing this claim, I am asserting my legal right to recover costs associated with the extensive work required to pursue fair resolution. This claim is in accordance with the principles outlined in **"Rule 46.5 of the Civil Procedure Rules (CPR) in England and Wales,"** which recognize the entitlement of litigants in person to reasonable costs.
- The details of my claim include:

b) **Work Conducted:**

- Research into applicable laws, regulations, and consumer protection standards relevant to this case.
- Preparation, organization, and submission of claim materials, including correspondence, evidence, and financial statements.
- Responses to communications and addressing feedback from the involved parties.

c) **Hours Worked:**

- **"383 Hours,"** for Trip.com & Co's case files and these hours are calculated based on diligent record-keeping and time tracking, with a breakdown provided for transparency.

d) **Compensation for Effort:**

- **Standard hourly rate** for litigants in person as prescribed under the CPR.

- Adjustments for overtime hours incurred due to the complexities and delays in this matter.

4) **Supporting Evidence:**

- Comprehensive logs of hours worked, correspondence exchanged, and evidence compiled.
- Proof of expenses incurred, such as fees for printing, administrative tasks, and disbursements directly related to this claim.

5) **Summary of Actions Taken**

a) **Researching Legal Rights and Consumer Protection Laws**

- Extensive time spent researching consumer protection laws and regulations applicable to this case.
- Costs incurred for accessing legal resources and materials.

b) **Gathering and Organizing Evidence**

- Time invested in gathering, organizing, and presenting evidence to support my claim.
- Expenses related to printing and compiling documentation, including receipts and screenshots.

c) **Drafting and Submitting Correspondence**

- Time spent drafting formal complaints, correspondence, and resolution proposals.
- Costs for postage, printing, and administrative tasks.

6) **Explanation of Hours Worked and Timeline. “Dates Accounted For!”**

a) **Initial Booking and Departure:**

1. 18th December 2024 (booking date) - 8th January 2025 (departure date)

b) **Travel Issues Encountered:**

2. 8th January 2025 - 9th January 2025 (during the journey from London to Antalya)

c) **Missed Flight and Airport Ordeal:**

3. 9th January 2025 (missed flight at Gatwick Airport and subsequent issues)

d) **Alternative Flight and Travel to Luton:** 9th January 2025 - 10th January 2025 (travel from Gatwick to Luton and flight to Antalya)

e) **Return Journey:**

4. 12th January 2025 (return flight from Antalya to Gatwick)

- From 12th January 2025 to 12th March 2025, it's exactly 60 days, during which I worked every day. Out of these 60 days, I took 6 hours off for hospital appointments. My working hours are as follows:

7) **Daily Work Timeline:**

- For 14 days, working 14 hours/day = 196 hours.
- For 16 days, working 15 hours/day = 240 hours.
- For 13 days, working 17 hours/day = 221 hours.
- For 20 days, working 14 hours/day = 280 hours.

8) **Summing Up Total Hours:**

- $196 + 240 + 221 + 280 = 937$ hours.

9) **Subtracting Hospital Appointments:**

- $937 - 6$ hours = 931 total hours worked.

10) **Splitting 931 Hours Across Three Claims:**

a) **Trip.com & Airlines Claim:**

- **Total Hours:** $931 \times (355/861) \approx 383$
- **Night Shift Hours:** $383 \times (48/355) \approx 52$
- **Overtime Hours:** $383 \times (175/355) \approx 189$
- **Regular Hours:** $383 \times (132/355) \approx 142$

b) **Southern Rail & Thameslink Claim:**

- **Total Hours:** $931 \times (290/861) \approx 313$
- **Night Shift Hours:** $313 \times (38/290) \approx 41$
- **Overtime Hours:** $313 \times (145/290) \approx 157$
- **Regular Hours:** $313 \times (107/290) \approx 115$

c) **Dentaflly Clinic Claim:**

- **Total Hours:** $931 \times (216/861) \approx 235$
- **Night Shift Hours:** $235 \times (30/216) \approx 33$
- **Overtime Hours:** $235 \times (110/216) \approx 120$
- **Regular Hours:** $235 \times (76/216) \approx 82$

11) **Minimum Wage Calculation**

a) **Total Hours for Trip.com Claim:**

- **Total Hours:** 383

b) **Minimum Wage Rate:**

- Assuming the minimum wage rate is £10.90/hour.

c) **Total Compensation:**

- Total Compensation = Total Hours $\times$ Minimum Wage Rate
- Total Compensation = 383 hours $\times$ £10.90/hour = £4,174.70

12) **Quarter Solicitor Fee**

5. The quarterly solicitor fee represents 25% of the total legal fees incurred.

13) **Calculation Example:**

- If total legal fees are £2,000:
 - a) Quarter Solicitor Fee = Total Legal Fees $\times$ 25%
 - b) Quarter Solicitor Fee = £2,000 $\times$ 0.25 = £500

14) **Trip.com & Airlines Claim (383 hours)**

a) **Regular Rate (£25/hour):**

- **Regular Hours:** 142 hours
- **Calculation:** 142 hours × £25/hour = £3,550.00

b) **Overtime Rate (£37.50/hour):**

- **Overtime Hours:** 189 hours
- **Calculation:** 189 hours × £37.50/hour = £7,087.50

c) **Night Shift Rate (£32.50/hour):**

- **Night Shift Hours:** 52 hours
- **Calculation:** 52 hours × £32.50/hour = £1,690.00

15) **Total Compensation**

- **Regular Rate:** £3,550.00
- **Overtime Rate:** £7,087.50
- **Night Shift Rate:** £1,690.00
- **Total Solicitor Fees (Trip.com):** £12,327.50

16) **Verification and Evidence**

a) **Solicitor Fees in London, UK:**

- **Average Hourly Rate:** £150 to £600 per hour.
- **Reference:** The Law Society.
- The Law Society
- <https://www.lawsociety.org.uk/>

b) **Minimum Wage in London, UK:**

- **Current Minimum Wage:** £10.90 per hour (April 2024).
- **Reference:** UK Government.
- UK Government - Minimum Wage Rates
- <https://www.gov.uk/national-minimum-wage-rates>

c) **Printing Costs:**

- **Estimated Cost per Page:** £0.10 (including paper, ink, and printer maintenance).
- **Calculation:** Total printing costs = Cost per page x Number of pages printed.
- **Example Reference:** Printing Cost Calculator
- <https://www.printingcostcalculator.com/>

17) **Expense Sheet for “Trip.com” Broken Down into Three Compensation Claims**

a) **Printing Costs Split by Claims**

Item	Cost per Unit (£)	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Paper (A4 sheets)	£0.01 per sheet	£2.00 (200 sheets)	£1.50 (150 sheets)	£1.50 (150 sheets)
Ink (Black Cartridge)	£20.00 per cartridge	£8.00 40%	£6.00 30%	£6.00 30%
Ink (Color Cartridge)	£25.00 per cartridge	£10.00 40%	£7.50 30%	£7.50 30%

Item	Cost per Unit (£)	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Printer Maintenance	£10.00 (flat rate)	£3.33	£3.33	£3.33
Totals (£)		£23.34	£18.33	£18.33

b) Electricity Costs

Item	Usage (kWh)	Cost per kWh (£)	Total (£)
Printer Usage	5 kWh	£0.34 per kWh	£1.70
Computer Usage	10 kWh	£0.34 per kWh	£3.40
Lighting (Office)	15 kWh	£0.34 per kWh	£5.10
Total Electricity Costs			£10.20

18) Revised Electricity Costs

- **Total Weekly Electricity Cost:** £40.00
- **Duration:** From 12th January 2025 to 10th March 2025 = 58 days = 8 weeks + 2 days
 - a) **Cost for 8 full weeks:** $£40 \times 8 = £320.00$
 - b) **Cost for 2 additional days (2/7 of £40):** $£40 \times (2 \div 7) = £11.43$
 - c) **Total Electricity Cost for the Period:** $£320.00 + £11.43 = £331.43$

19) Adjusted Usage Breakdown

- **Personal Usage:** $£331.43 \times 4\% = £13.26$
- **Printer Usage at Work:** $£331.43 \times 5\% = £16.57$
- **Computer Usage at Work:** $£331.43 \times 55\% = £182.29$
- **Lighting and Utilities at Work:** $£331.43 \times 36\% = £119.31$

20) Splitting Across Three Claims

- The electricity costs are distributed proportionally based on workload:
 - a) **Trip.com:** 40%
 - b) **Southern Rail:** 30%
 - c) **Dentaflly Clinic:** 30%

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Personal Usage	$£13.26 \times 40\% = £5.30$	$£13.26 \times 30\% = £3.98$	$£13.26 \times 30\% = £3.98$
Printer Usage at Work	$£16.57 \times 40\% = £6.63$	$£16.57 \times 30\% = £4.97$	$£16.57 \times 30\% = £4.97$
Computer Usage at Work	$£182.29 \times 40\% = £72.92$	$£182.29 \times 30\% = £54.69$	$£182.29 \times 30\% = £54.69$
Lighting/Utilities at Work	$£119.31 \times 40\% = £47.72$	$£119.31 \times 30\% = £35.79$	$£119.31 \times 30\% = £35.79$

21) Final Electricity Costs Per Claim

Claim	Total (£)
Trip.com	$£5.30 \text{ (personal)} + £6.63 \text{ (printer)} + £72.92 \text{ (computer)} + £47.72 \text{ (lighting/utilities)} = \textbf{£132.57}$
Southern Rail	$£3.98 \text{ (personal)} + £4.97 \text{ (printer)} + £54.69 \text{ (computer)} + £35.79 \text{ (lighting/utilities)} = \textbf{£99.43}$

Claim	Total (£)
Dentaflly Clinic	£3.98 (personal) + £4.97 (printer) + £54.69 (computer) + £35.79 (lighting/utilities) = £99.43

22) Verification Notes

- Personal Usage:** Reduced to 4% to account for minimal personal impact.
- Printer Usage at Work:** Reduced to 5% for lower demand.
- Computer Usage at Work:** Increased to 55% as the primary tool for claims preparation.
- Lighting and Utilities at Work:** Adjusted to 36% to reflect office usage.

23) Communication Costs

Item	Quantity	Cost per Unit (£)	Total (£)
Phone Calls	1 call	£0.10 per call	£0.10
Internet Usage	5 GB	£2.00 per GB	£104.98
Postage (Letters)	5 letters	£0.85 per letter	£0.00
Total Communication Costs			£105.08

24) Step-by-Step Breakdown of Data Usage and Costs

- Total Days in the Period:**
 - From 12th January 2025 to 10th March 2025:
 - 12th January to 31st January: 20 days
 - Full February (2025, not a leap year): 28 days
 - 1st March to 10th March: 10 days
 - Total Days:** $20 + 28 + 10 = 58$ days
- Virgin Media Monthly Cost:**
 - Monthly bill:** £55.00
 - Average days per month:** 30.42
 - Daily cost:** $£55.00 \div 30.42 = £1.81$ per day
- Total Cost for 58 Days:**
 - $£1.81 \text{ per day} \times 58 \text{ days} = £104.98$
- Data Usage at £2.00 per GB:**
 - Total cost:** £104.98
 - Data used:** $£104.98 \div £2.00 = 52.49$ GB

25) Table for Data Usage

Category	Calculation	Result
Total Days	$20 + 28 + 10$	58 days
Daily Cost	$£55 \div 30.42$	£1.81 per day
Cost for Period	$£1.81 \times 58$	£104.98

Category	Calculation	Result
Data Usage	$\pounds 104.98 \div \pounds 2.00$	52.49 GB

26) Step 2: Proportional Split

- Proportions based on workload percentages:
 - Trip.com**: 40%
 - Southern Rail**: 30%
 - Dentaflly Clinic**: 30%

27) Step 3: Final Distribution

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Phone Calls	$\pounds 0.10 \times 40\% = \pounds 0.04$	$\pounds 0.10 \times 30\% = \pounds 0.03$	$\pounds 0.10 \times 30\% = \pounds 0.03$
Internet Usage	$\pounds 104.98 \times 40\% = \pounds 41.99$	$\pounds 104.98 \times 30\% = \pounds 31.49$	$\pounds 104.98 \times 30\% = \pounds 31.49$
Postage (Letters)	$\pounds 0.00$	$\pounds 0.00$	$\pounds 0.00$
Total	£42.03	£31.52	£31.52

28) Final Communication Costs Per Claim

Claim	Total (£)
Trip.com	£42.03
Southern Rail	£31.52
Dentaflly Clinic	£31.52

29) Verification Notes

- The total of **£105.08** is split proportionately across the three claims.
- Categories include phone calls, internet usage, and postage, with exact calculations provided.
- Internet usage accounts for the majority of the costs and is divided according to the workload percentages.

30) Legal Expenses, Grand Totals Sheet

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Printing Costs	£23.34	£18.33	£18.33
Electricity Costs	£132.57	£99.43	£99.43
Communication Costs	£42.03	£31.52	£31.52
Grand Total	£197.94	£149.28	£149.28

31) Verification Notes

- The totals include all claimable expenses across Printing, Electricity, Communication, Administrative Costs, and Legal Fees.
- No additional costs from Travel (Mileage, Public Transport, etc.) were included, as their totals were zeroed.

32) Additional Fees

a) Website Analysis Report Fees

Task	Estimated Hours	Hourly Rate (£)	Total (£)
Research and Analysis	50 hours	£100/hour	£5,000.00
Report Preparation	20 hours	£100/hour	£2,000.00
Consultation and Review	10 hours	£150/hour	£1,500.00
Total Analysis Fees			£8,500.00

33) Grand Total Including All Fees

Category	Trip.com (£)	Southern Rail (£)	Dentafly Clinic (£)
Solicitor Fees (Trip.com)	£12,327.50	-	-
Printing Costs	£23.34	£18.33	£18.33
Electricity Costs	£132.57	£99.43	£99.43
Communication Costs	£42.03	£31.52	£31.52
Analysis Report Fees	£8,500.00	-	-
Client Expense Receipts	£621.75	-	-
Grand Total (Trip.com)	£21,647.19	-	-

- **Total Solicitor Fees (Trip.com):** £3,550.00 + £7,087.50 + £1,690.00 = £12,327.50
 - **Legal Expenses, Grand Total Trip.com:** (£) £197.94
 - **Client Expense Receipts:** £621.75
 - **Analysis Report Fees:** £8,500.00
 - **Totals:** £12,327.50 + £197.94 + £621.75 + £8,500.00 = **£21,647.19**
-

08. Request for Resolution

1) Impact and Compensation Request

- To address the financial and emotional toll caused by Trip.com's errors, I respectfully request the following resolutions:

2) Improved Transparency and Communication

- Due to the above totals for losses, I, therefore, request a reassessment of your "Flight Price Guarantee and Booking Guarantee Terms & Conditions."
- I understand that the maximum compensation stated on Trip.com's website specifies that it includes a refund of my original flight ticket and a complimentary ticket for a replacement flight. However, I kindly request that you consider the considerable inconvenience and distress we experienced during this travel disruption, as well as the additional expenses incurred as a result, as totaled above and below!

3) **Future Policy Changes**

- While I am seeking the maximum possible compensation as stipulated by “Trip.com's Flight Price Guarantee and Booking Guarantee,” specifically:
 - a) A refund of the cost of my original flight ticket.
 - b) A complimentary ticket for a replacement flight designated by “Trip.com.”
- I must stress that these measures alone are not sufficient to cover the total losses and significant inconvenience we endured. The circumstances surrounding the cancellation of my flight were beyond my control, and the additional costs incurred for baggage, travel, and food expenses were substantial.

4) **The European Regulation (EC) No 261/2004**

- In light of “**The European Regulation (EC) No 261/2004,**” which outlines passenger rights regarding flight cancellations and delays, my situation warrants a review for greater compensation due to the significant disruption caused. This regulation entitles passengers to compensation for cancelled flights based on the distance and notice given, which supports my case for additional remuneration.
- Furthermore, considering my loyalty as a regular customer of “Trip.com” and its associated airlines, I believe that offering a more generous resolution would be a valuable gesture in maintaining customer satisfaction and trust. For more details, refer to:
 - a) **Customer Service Guarantee Page:** Trip.com Customer Service
 - b) <https://www.trip.com/pages/customer-service/>

5) **Other Relevant Laws and Regulations**

a) **The European Regulation (EC) No 261/2004**

- This regulation outlines passenger rights regarding flight cancellations and delays. It entitles passengers to compensation for cancelled flights based on the distance and notice given.

b) **UK Consumer Rights Act 2015**

- This act protects consumers from unfair trading practices and ensures they receive accurate information about goods and services. Misleading information about baggage allowances and associated costs may constitute a breach of this act.

c) **The Package Travel and Linked Travel Arrangements Regulations 2018**

- This regulation covers holidays and travel arrangements booked through travel agents and requires them to provide accurate information. Misleading information about baggage allowances and unexpected additional costs may be a violation of this regulation.

d) **The Civil Aviation Authority (CAA)**

- The CAA oversees and enforces passenger rights in the UK. It ensures that airlines and travel agents comply with regulations regarding cancellations, delays, and compensation. This provides additional support for my claim.
- I trust that you will take all these factors into account and provide a fair resolution to fully compensate for the total losses incurred during this ordeal.

- These additional costs and fees are reasonable and necessary to ensure a fair and just resolution of this matter. Your prompt attention to reimbursing these expenses will be appreciated.

6) **Impact and Compensation Request**

a) **Dates Equaling To Liability That We Are Accounting For**

- 1+ **Initial Booking and Departure**: 18th December 2024 (booking date) - 8th January 2025 (departure date) = **“Trip.com, EasyJet and Sunexpress”**
- 2+ **Travel Issues Encountered**: 8th January 2025 - 9th January 2025 (during the journey from London to Antalya) = **“Trip.com, EasyJet and Sunexpress”**
- 3+ **Missed Flight and Airport Ordeal**: 9th January 2025 (missed flight at Gatwick Airport and subsequent issues) = **“Trip.com, EasyJet and Sunexpress”**
- 4+ **Alternative Flight and Travel to Luton**: 9th January 2025 - 10th January 2025 (travel from Gatwick to Luton and flight to Antalya) = **“Trip.com, EasyJet and Sunexpress”**
- 5+ **Return Journey**: 12th January 2025 (return flight from Antalya to Gatwick) = **“Omio, Thameslink, and Southern Rail”**

b) **Days I Working Diligently Under Stress**

From the moment we returned home on **12th January 2025**, I began the arduous task of documenting our experience, analyzing the financial losses, and preparing our compensation claim. The following dates reflect the days spent working diligently under stress to address this matter:

- 1+ **Documenting and Analyzing Events**: January 12, 2025 - January 15, 2025
- 2+ **Drafting the Compensation Claims**: January 16, 2025 - January 18, 2025
- 3+ **Communicating with Trip.com, EasyJet and Sunexpress + “Omio, Thameslink, and Southern Rail,” Gathering Evidence**: till date of the **20th of March 2025**.

- Throughout this period, I have diligently reviewed receipts, email communications, and website information to compile a comprehensive claim, while also documenting the exceptional circumstances I faced. The emotional toll of revisiting these stressful experiences, combined with the pressure to ensure a thorough and accurate representation, has added to my overall burden.
- Throughout both journeys, our flight experience was significantly hindered by various issues related to our booking fees. These complications not only disrupted our travel plans but also resulted in financial losses and considerable stress. We firmly believe that, had these problems not arisen, our experience would have unfolded as intended and been far more satisfactory. As such, we request the following:

7) **Complete Reimbursement:**

- This includes all additional baggage fees, unexpected travel costs, food expenses, and legal fees.

8) **Compensation for Distress:**

- We seek appropriate compensation for the distress and disruption caused, as well as additional expenses related to MyTrip.com Website Evaluation.

I kindly request your prompt attention to this matter and look forward to a positive resolution. Attached are the receipts for the additional baggage, travel costs, and food expenses, along with relevant documentation for your review.

Sincerely,

Simon Paul Cordell

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

Email: Re_wired@ymail.com.

Tel: +447864217519.

09. Enclosures

A list of documents and evidence supporting the claim.

Itinerary

From: Trip.com (en_flight@trip.com)

To: re_wired@ymail.com

Date: Wednesday 18 December 2024 at 12:53 GMT



Booking No. 1653702646294295

Itinerary

Dear SIMON CORDELL,

As requested, please find your itinerary attached. You can find a summary of your booking details below.

Booking Details

Booking No.1653702646294295

London - Antalya

easyJet · U26519 (Economy)

Departing: 08:00, January 8, 2025 Gatwick Airport S

Arrival: 15:20, January 8, 2025 Antalya Airport T2

Antalya - London

Sunexpress · XQ590 (Economy)

Departing: 09:55, January 12, 2025 Antalya Airport T1

Arrival: 11:40, January 12, 2025 Gatwick Airport S

Passenger Name & Ticket No.

SIMON CORDELL



Total: GBP 216.9

 Additional Baggage Allowance

Put the Final Touches on Your Trip



 VIP Lounge

Relax before your departure [Add](#)

 Additional Baggage Allowance

From **£44.70/15 kg** [Add](#)

Passenger Information



1: **SIMON** (First name) **CORDELL** (Last name)

ID type: Passport

ID number: 

Nationality: United Kingdom

Gender: Male | Adult

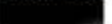
Date of birth: 

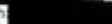
2:  (First name)  (Last name)

ID type: Passport

ID number: 

Nationality: United Kingdom

Gender: 

Date of birth: 

Contact Information

SIMON CORDELL

Phone: +44 07864217519

Email: re_wired@gmail.com

You can use re***red@gmail.com to manage your booking. Why not set a password below to create a Trip.com account using this email?

Password

Passwords must be at least 8 characters

[Confirm](#)

[Easily manage booking](#) [Rewards for booking](#)

How likely are you to recommend booking flights on Trip.com to a friend or colleague?

Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely

Total Paid **£216.90**

Booking Total **£216.90**

12:34, December 18, 2024

Payment method: Visa

Please note that the payment method cannot be changed



Manage your flight bookings easily on Trip.com

4.8/5  4.5/5 

Manage My Booking

Please be cautious when forwarding this email as it contains personal information and booking details that could be modified or canceled by the recipient.

 [Travel Worry-free with our Service Guarantee >](#)

Service you can rely on

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Support in approx. 30s

[Hot topics](#) [Booking & Price](#) [Ticketing & Payment](#) [Booking Query](#)

[Passenger information-related](#) ...

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Use the Trip.com app to contact us if anything comes up

 [Free Internet calls](#)



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Great deals with reliable service

 [Get Help in One Click](#)

Do not forward this email as it contains your personal information and booking details.

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Itinerary.pdf
54.9kB

Ticket(s) Issued ⓘ

We recommend you arrive at the airport at least 3 hours before departure to ensure you have enough time to check in. We recommend that you check in ahead of time on the airline's website, print your boarding pass, and bring it with you to board the flight. If you check in at the airport, the airline may charge an additional fee. Please check the airline's website for information about when you can check in.

Booking No. 1653702646294295 [PIN: 5505](#)

Airline booking reference (PNR): **K8M8DNZ, X3R4G7**

Find out how to manage bookings and check in on the airline's website

Stay informed and never miss a flight! Download [our mobile app](#) for instant upd

[Flight Updates] 1 flight has changed

[Auto Check-in successful] London - Antalya CORDELL/SIMON

[Auto Check-in successful] London - Antalya [REDACTED]

[Pending Check-in] Antalya - London CORDELL/SIMON

[Pending Check-in] Antalya - London [REDACTED]

[Auto Check-in] Check-in has been completed for your flight(s), please print your boarding passes before you fly



Rent your ideal car for a comfortable trip, and cancel for free if plans change

[Book and Save 8](#)

Flight Details

All times are in local time

Depart **Wed, Jan 8** London - Antalya

08:00 LGW London Gatwick S
4h 20m
15:20 AYT Antalya Airport T2

easyJet U26519 ⓘ
Economy class Airbus A320 (Mid-sized)

Return **Sun, Jan 12** Antalya - London

09:55 AYT Antalya Airport T2
4h 45m
11:40 LGW London Gatwick S

Sunexpress XQ590 ⓘ
Economy class Boeing 737MAX8 (Mid-sized)

[Flight Update] The airline has made changes to your flight:

[View Details](#)

[Flight Delayed or Canceled? >](#)

Flyer Exclusive Book Hotels in Antalya for Less

✓ Up to 25% off Additional discount of up to £22

✓ [Free Cancellation](#) if your flight is rescheduled

[Claim and Book >](#)

Add-ons



Manage your flight bookings easily on Trip.com

4.8/5

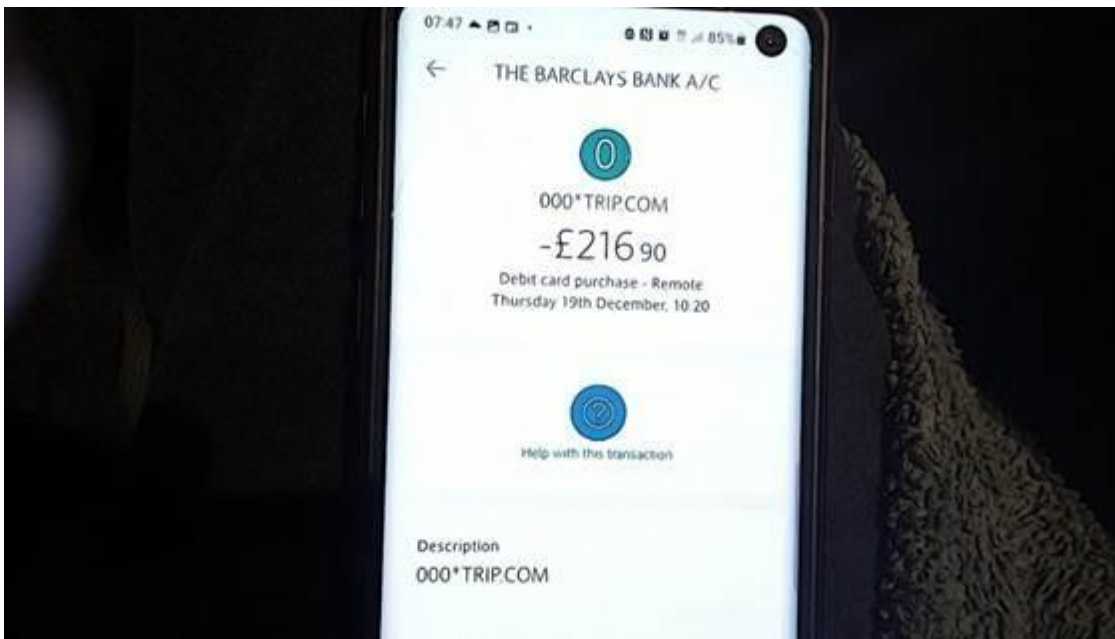
4.5/5

Carry-on baggage	£40.50 *1
Seat selection	£10.10 *2
Promo code	£0.00 *4
Auto Check-in	£1.50 *4



Manage your flight bookings easily on Trip.com

4.5/5  4.5/5 



Trip.Com-19-12-24-1020

Enclosure: 2+ Caption for Receipt: Taxicode - Book and Compare Taxi, Minibus and Coach Hire Prices Total £51.50: Exhibit: B

TaxiCode Receipts £51:50p Each Way X2 Total £103:00p, as also invoiced below!

Booking Details (#TC2088B98AEF1 - Simon Cordell)

From: Trip (no-reply@web3r.co.uk)
To: re_wired@ymail.com
Date: Saturday 21 December 2024 at 20:28 GMT

Booking Details
(#TC2088B98AEF1 - Simon Cordell)

Need a transfer at your destination?
For international transfers: taxifares.com.

A1 Taxis

Your chosen provider is now booking your job in and allocating you one of their very best drivers. Rest assured you're in good hands. Once your driver has been allocated we will send you a secondary email. Please note that drivers are typically allocated 24 hours before the journey time. If you miss this email, please be sure to check your spam folder.

If your chosen provider were unable to allocate you a driver, we will automatically pass your booking to another company at the same price. You don't need to do anything. If this happens we will send you the contact details of the new transport company. If we can't cover the job for you at the same price we will try and find you an alternative and email you with the option to re-book with just one click.

Your vehicle(s) allows for up to 3 passengers and up to 2 medium sized suitcases. If you have a large amount of luggage please reply to this email before travelling to ensure the appropriate vehicle is provided. If you have more luggage than the vehicle you have requested on the day you may be charged extra. [More Info](#)

To amend or cancel your booking please call 0333 772 9737

Your booking is for 26 miles. If on the day of the journey you change your pickup / destination or take a detour you may be asked to pay more. Extra Pickups are charged at the driver's discretion.



[Open journey in Google Maps](#)

Note: Journey route is for illustration purposes only, your exact route may differ.

Journey: £103.00
Card Fee: £0.00
Total: £103.00

Payment Method: Debit Card



Booking Details
Booking Ref: TC2088B98AEF1

Journey Details
recipient == "partner"? : ?> -->

Customer Name: Simon Cordell
Customer Telephone: +447864217519
Passenger Name: Simon Cordell
Passenger Telephone: +447864217519
Passenger Email: Re_wired@gmail.com
Status:  Awaiting driver assignment
Notes: No Journey Notes Provided

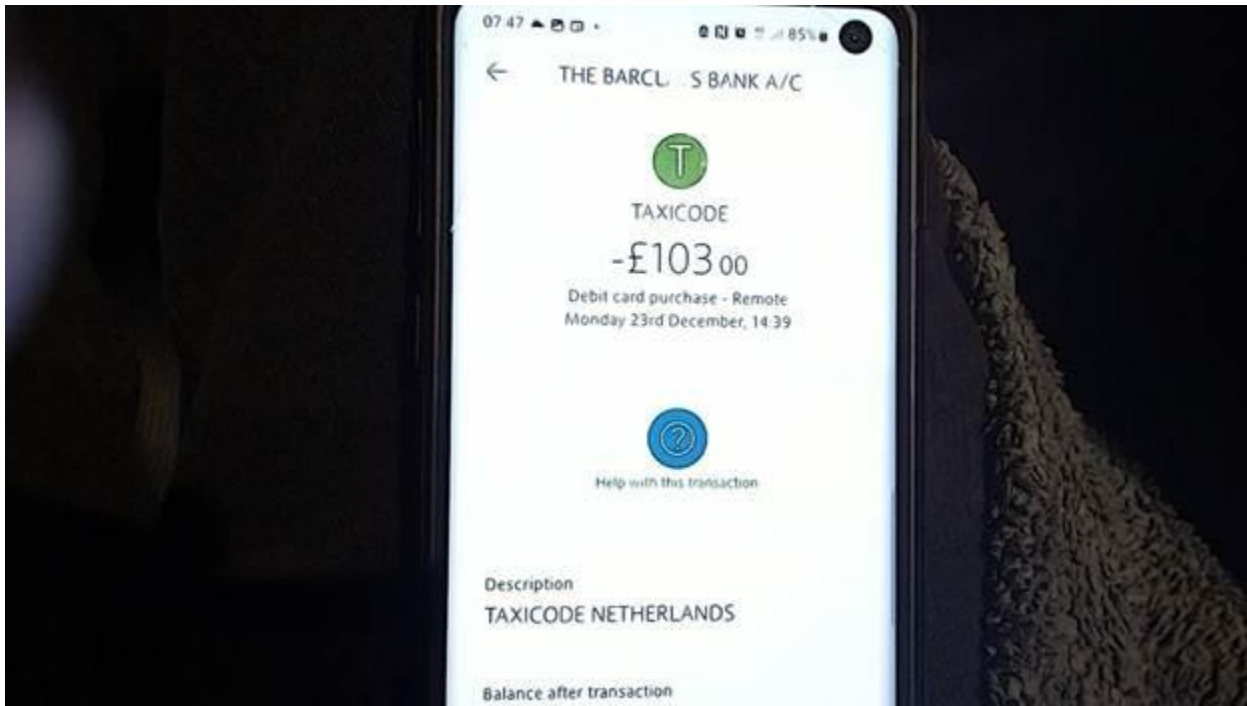
Pickup: 109 Bumcroft Avenue,
enfield, EN37JQ
Destination: London Bridge Station,
SE1 2SZ
Passengers: 2
Date: Wednesday 8th January
2025 04:40:00
Return: Sunday 12th January 2025
01:30:00
Vehicle: Saloon - Sedan x 1
 STANDARD MINICAB
[More info...](#)
Distance: 26 miles
Price Per Mile: £ claim_price_formatted /
\$this->distance , 2)?> per
mile

To manage your bookings, please use the [Users Dashboard](#).

Download the new version of the App

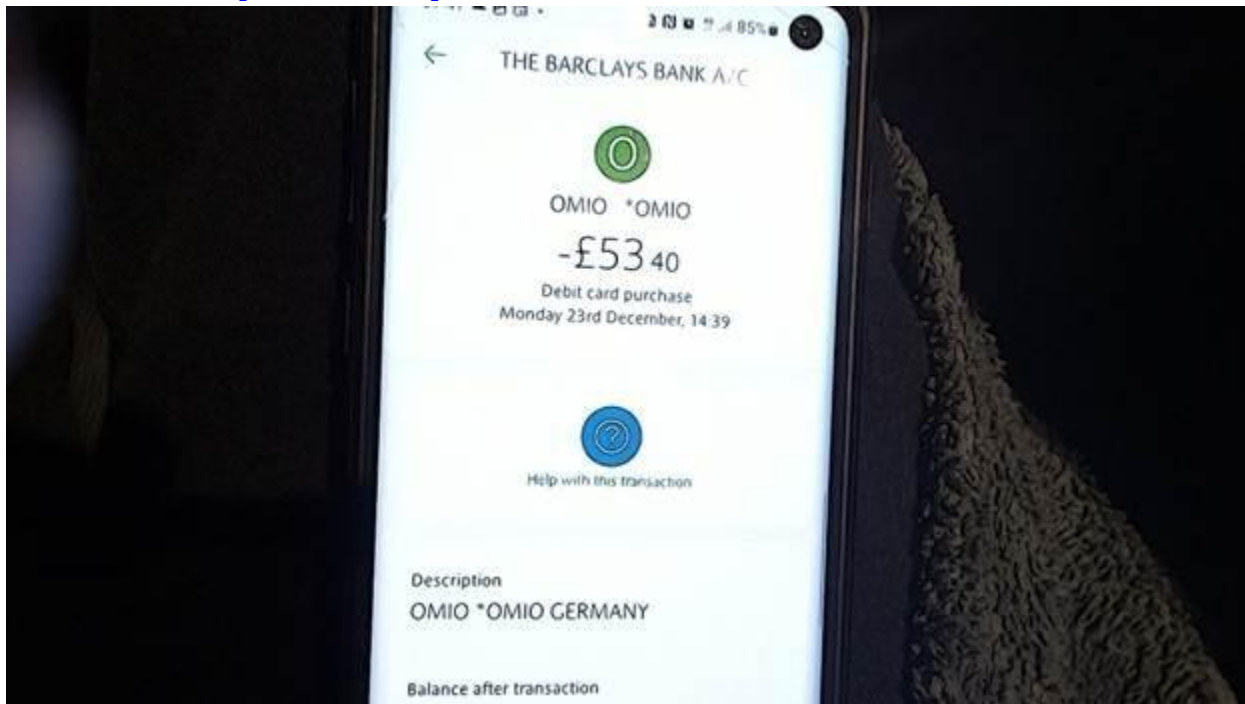
Faster Booking - Amend Details - Real-time Updates



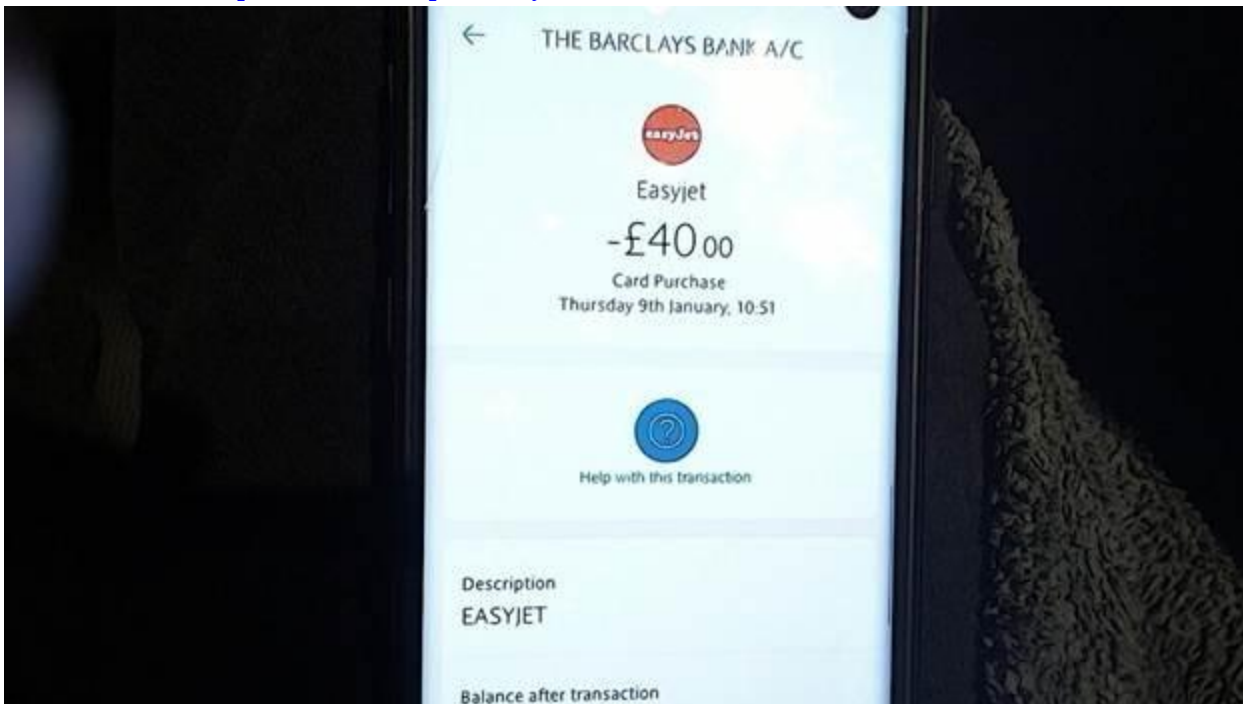


Taxicode-Recipt-23-12-1439 Total £103:00p,

Enclosure: 3+ Caption for Receipt: OMIO-23-12-1439 The Train Tickets Cost Was £53:40: Exhibit: C

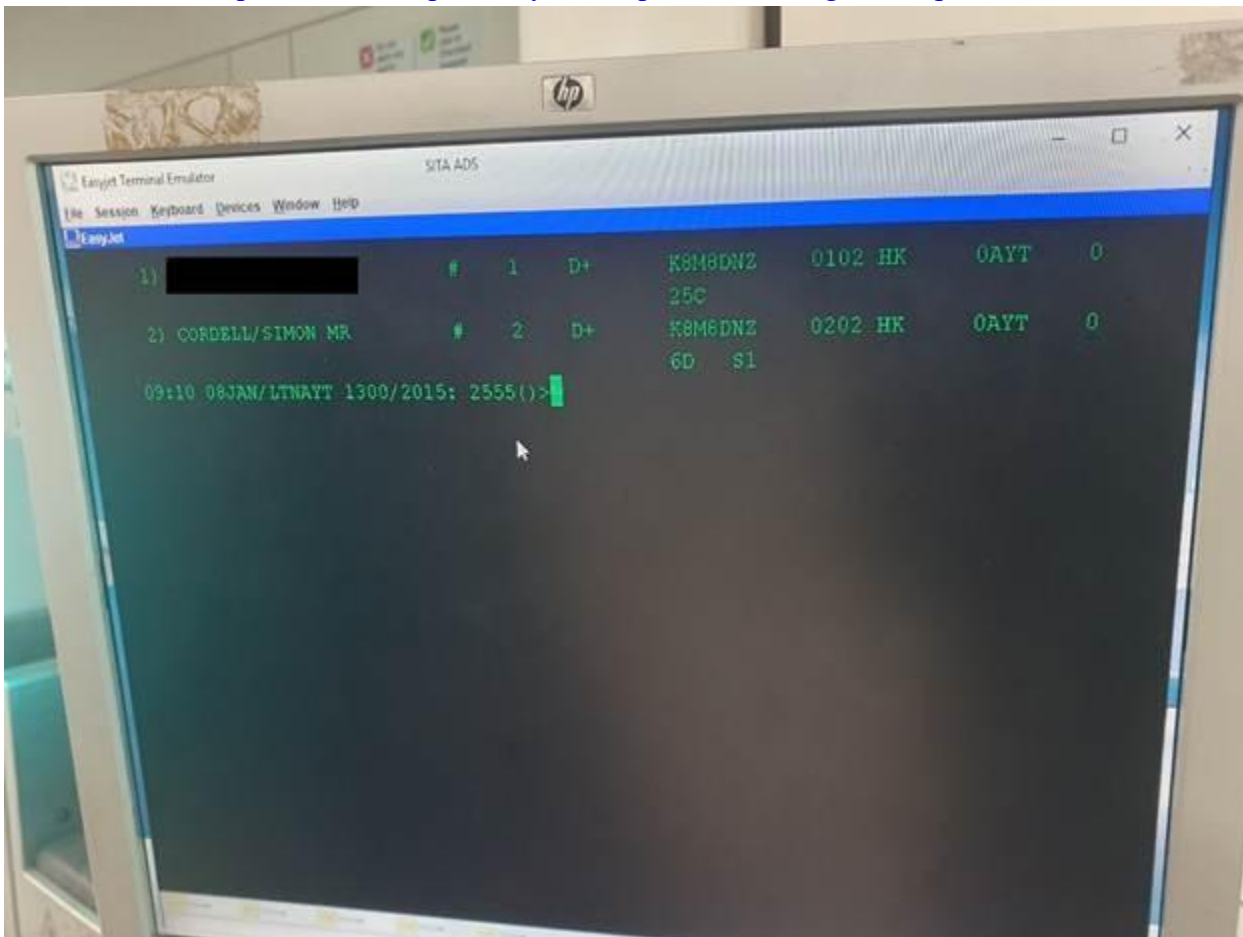


Enclosure: 4+ Caption for Receipt: “EasyJet”-09-01-25—1051 Total £40:00: Exhibit: D

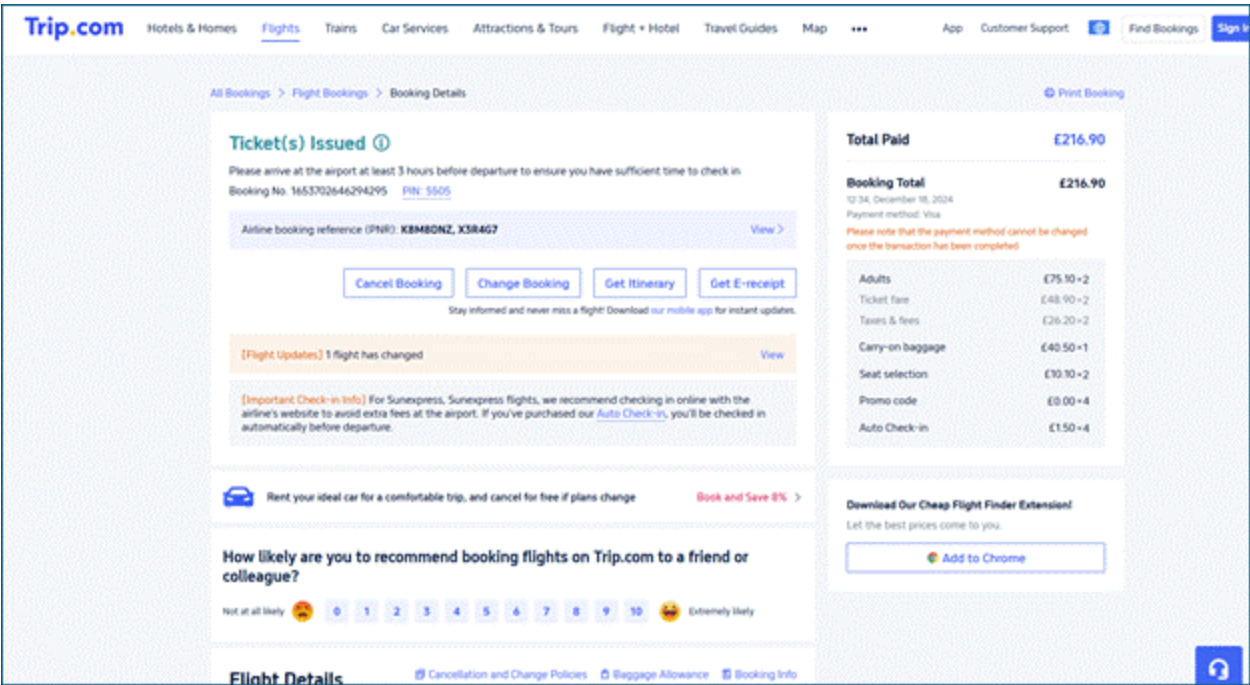


EasyJet-09-01-25—1051 Total £40:00p,

Enclosure: 5+ Caption for Receipt: “EasyJet” Supervisor Manager Computer Screenshot: Exhibit: E



Enclosure: 6+ Caption for Receipt: “Trip.com” invoice of purchases. Total Paid £216.90: Exhibit: F



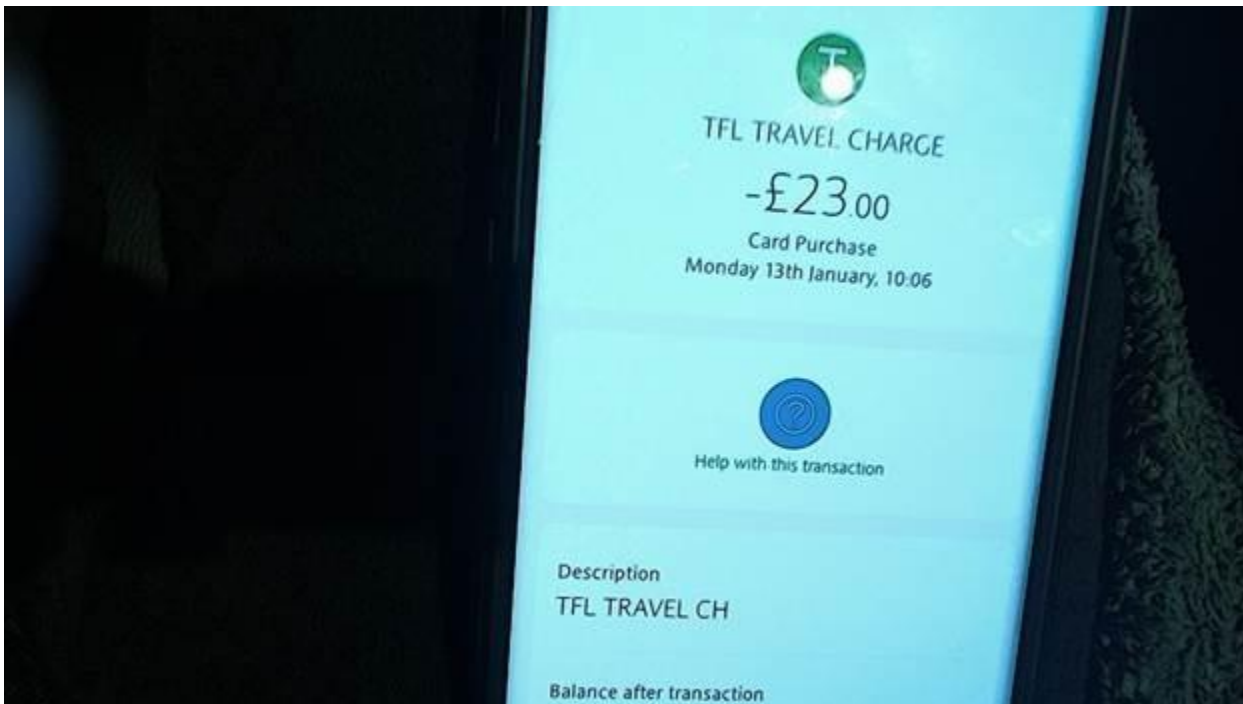
Enclosure: 7+ Caption for Receipt: This is a text version extracted from the image above of the quoted invoice:

Exhibit: G

Total Paid	£216.90
Booking Total	£216.90
12:34, December 18, 2024	
Payment method: Visa	
Please note that the payment method cannot be changed once the transaction has been completed.	
• Adults	£75.10 ×2
• Ticket fare ×2	£48.90
• Taxes & fees	£26.20 ×2
• Carry-on baggage	£40.50 ×1
• Seat selection	£10.10 ×2
• Promo code	£0.00 ×4
• Auto Check-in	£1.50 ×4

Enclosure: 8+ Caption for Receipt: Train Tickets X2 from Gatwick Airport to Luton Airport. £23.00 + £23.00

Total £46.00: Exhibit: H



This Is X2 But the Other Receipt Needs to Be Obtained, if required Total £46.00 Pounds

£23.00

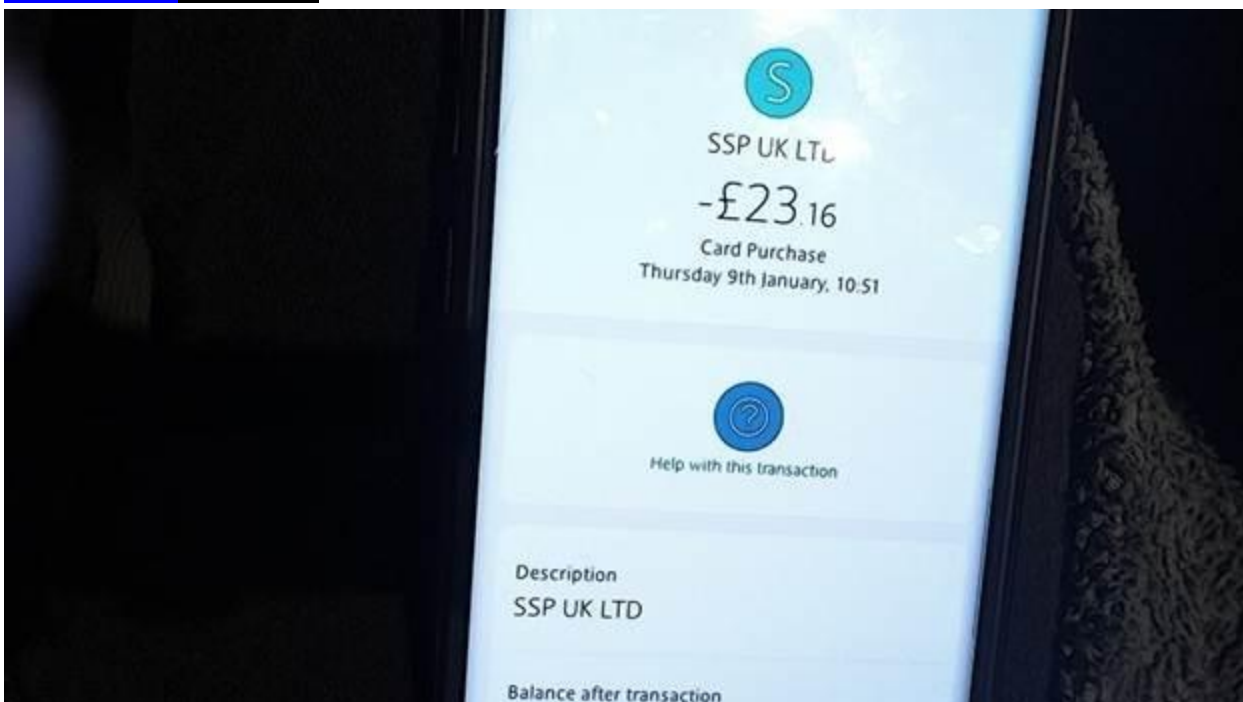
+

£23.00

Total £46.00 pounds

Enclosure: 9+ Caption for Receipt: Food and Drink Expenses: Luton-Airport-BurgerKing-09-01-25—1051

Total £23.00: Exhibit: I



Luton-Airport-BurgerKing-09-01-25—1051 Total £23.00 Pounds

Enclosure: 10+ Caption for Receipt: Receipt for additional £69.63 payment at Antalya Airport Total £69.63:

Exhibit: J



£69.63 Payment At Antalya Airport

Enclosure: 11+ Caption for Receipt: “Please Note That We Have Not Included This Receipt Due to Other Ongoings.” Total: £51:50p: **Exhibit: K**

I used: --

Taxicode • Book and Compare Taxi, Minibus and Coach Hire Prices

Customer Edited Booking Details (#TC1D83C81EB32 - Simon Cordell)

From: Trip (no-reply@web3r.co.uk)
To: re_wired@ymail.com
Date: Saturday 11 January 2025 at 17:15 GMT

Customer Edited Booking Details
(#TC1D83C81EB32 - Simon Cordell)

Need a transfer at your destination?
For international transfers: taxifares.com.

Nation Cars Limited

There is a new comment on your booking.

Please visit the user Taxicode Dashboard to respond to the booking changes. If you haven't got an account you will need to sign up to respond to the comments. You can also call us on 0333 772 9737

Comments

Taxicode Admin (Arbaz Sandhoo)

New Outgoing Date/Time Sunday 12th January 2025 13:00:00

Posted on 11th January 2025 at 5:15pm



[Open journey in Google Maps](#)

Note: Journey route is for illustration purposes only, your exact route may differ.

Journey: £51.50

Card Fee: £0.00

Total: £51.50

Payment Method: Debit Card



Booking Details

Booking Ref: TC1D83C81EB32
Customer Name: Simon Cordell

Journey Details

recipient == "partner": 7> -->
Pickup: London Bridge Station,
SE1 2SZ

Customer Telephone:	+447864217519	Destination:	109 Bumcroft Avenue, enfield, EN37JQ
Passenger Name:	Simon Cordell	Passengers:	2
Passenger Telephone:	+447864217519	Date:	Sunday 12th January 2025 13:00:00
Passenger Email:	Re_wired@yahoo.com	Return:	No Return Journey
Status:	Confirmed 	Vehicle:	Saloon - Sedan x 1
Notes:	-		 STANDARD MINICAB More info...
		Distance:	26 miles
		Price Per Mile:	£ claim_price_formatted / \$this->distance , 2)?> per mile

Download the new version of the App

Faster Booking - Amend Details - Real-time Updates



Enclosure: 12+ Caption for Receipt: Hotel £120.32: Exhibit: L

I used: --

<https://www.trip.com/> was who we finally felt comfortable with to book our hotel, and this led to www.expedia.com who's website I liked to use.

Expedia travel confirmation—Wed, 8 Jan—(Itinerary # 72987938654206)

From: Expedia.co.uk (expedia@eg.expedia.com)

To: re_wired@ymail.com

Date: Wednesday 18 December 2024 at 12:45 GMT



Thank you, Simon! Your booking is confirmed.

Itinerary # 72987938654206

[View full itinerary](#)

[Download to your phone](#)

 Traveller details

Adults, 2

 NFK The House Hotel



[Altinkum mah 427 sok no 23, Konyaalti, 07070 Türkiye](#)

Check-in

Wed, 8 Jan

Check-in time starts at 2:00 PM

Check-out

Sun, 12 Jan

noon

Accommodation details

You booked **1 room**.

Comfort Room

[View special requests in your itinerary](#)

All special requests (such as in-room amenities, bed type and smoking preference) are shared with the hotel, but requests are not guaranteed and may incur additional charges. We recommend you confirm them directly with the hotel before travel.

[Manage booking](#)



Travel confidently with the Expedia app

Manage your plans and make trip updates on the fly—wherever the journey takes you. [Explore the app](#)

Price summary

Accommodation 1	£120.32
Nights: 4 (avg./night)	£26.54
Taxes	£14.16

Subtotal	£120.32
----------	---------

Total	£120.32
--------------	----------------

Unless specified otherwise, rates are quoted in British pounds sterling.

[View your itinerary](#) for room price details

Taxes have been calculated on the price (£117.96) before we applied savings for paying at time of booking (£11.80) on your behalf.

Expedia Rewards

You will earn Expedia Rewards points

Earn double Expedia Rewards points for each purchase you make through the app.

Important information

Additional property fees

These fees and deposits only apply if they are not included in your selected room rate.

The price DOES NOT include any applicable property service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The property will assess these fees, charges and surcharges upon check-out.

Rules and restrictions

For rules and restrictions please view your [full itinerary](#).

Cancellations and changes

The room/unit type and rate selected are non-refundable. Should you change or cancel this reservation for any reason, your payment will not be refunded.

No refunds will be issued for late check-in or early check-out.

Stay extensions require a new reservation.

Guest charges and accommodation capacity

Base rate is for 2 guests.

Total maximum number of guests per room/unit is 2.

Maximum number of adults per room/unit is 2.

Maximum number of children per room/unit is 1.

This property considers guests aged 2 and under, at time of travel, to be children.

Availability of accommodation in the same property for extra guests is not guaranteed.

The fee for extra adults is £13.27 per person.

The fee for extra children is £6.64 per person.

Check-in policies

Check-in time starts at 2:00 PM

Check-in time ends at midnight

Minimum check-in age is: 18

Special instructions

Front desk staff will greet guests on arrival.

Late arrival instructions

If a late check-in is planned, contact this property directly for their late check-in policy.

Terms and conditions

Please save or print upon receiving this email to maintain a record of the terms and conditions that apply to you. [Terms and conditions](#)

Travelling to the EU? You may require new documentation, especially to drive abroad. Visit [Expedia customer service](#) to find out more.

Get protection in case of last-minute cancellations or missed hotel nights.

[Protect my hotel](#)

Where to find help

For special requests and questions about your reserved room or the property, contact NFK The House Hotel.

Tel: 90 (242) 2280814, Fax: 90 (242) 2280815

If you need help managing this itinerary, contact Expedia.

Itinerary # [72987938654206](#)
[Expedia customer support](#)

Get support anytime on the [Expedia app](#) with 24/7 access to virtual agents.

[Manage your itinerary](#)

Looking for something else?

- Free cancellation on most rooms
- Flexibility for your next trip with the option to pay now or later

[See deals](#)



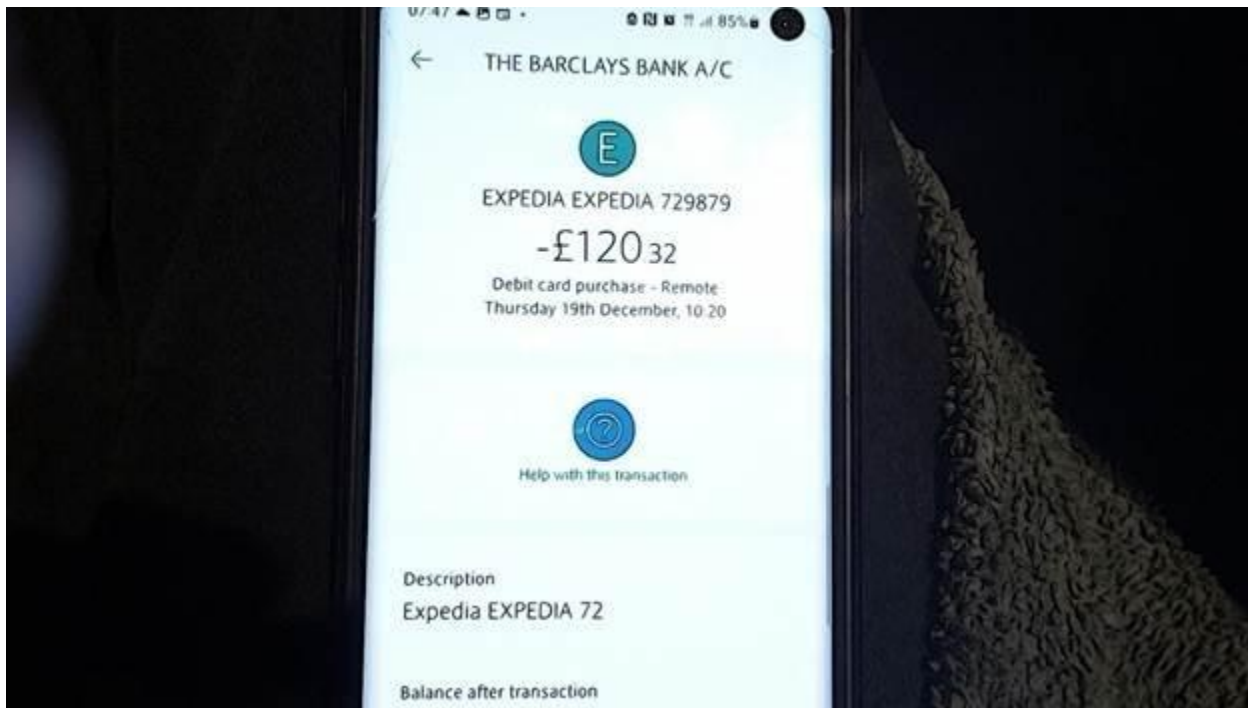
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Expedia 19-12-24—1020

Enclosure: 13+ Caption for Receipt: Exhibit: M “Sufferings” Starting from 20th of March 2025 at a £50.00 Rate! Total £ : Exhibit: M

Exhibit: M

Receipt Date: 16/03/2025 **Receipt Number:** [1]

Received From: Simon Paul Cordell 109 Burncroft Avenue
Enfield, London, EN3 7JQ

Received To: Trip.com, EasyJet Airline, SunExpress Airline.

Description of Services Rendered: Legal Fees associated with compensation claims and related matters, acting as a litigant in person.

Total Amount: £25,110.00

Breakdown (if applicable):

- Solicitors’ Fees: £12,327.50
- Analysis and Supporting Costs: £8,500.00
- Additional Legal Expenses: £4,282.50

Payment Method:

- Name on Card:
- Sort-Code:
- Account Number:

Authorized Signature:

10. Customer Service Interactions

- Details of the interactions with customer service and the efforts made to resolve the issues is web-linked here!
- [All-Emails-TripCom-and-Co](#)

Booking Experience with "Trip.com": Exhibit: O

Details of the booking experience, with specific reference to Exhibit: O.

01+ [Website Access](#)

BOOKING EXPERIENCE ON “TRIP.COM”

1+	1. <u>Website Access:</u> You initiate your experience by typing “Trip.com” into a search engine and arriving at the “Trip.com” homepage.
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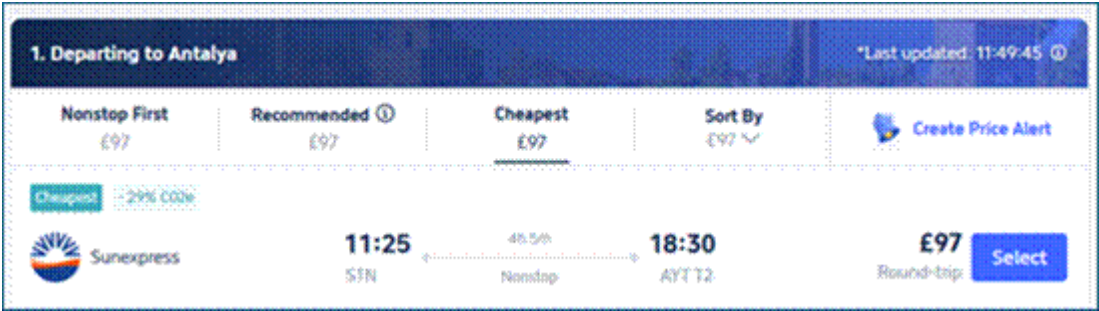
02+ [Flight Selection](#)

2+	2. <u>Flight Selection:</u> - You click on the “Flights” option in the top menu, which takes you to a page dedicated to finding cheap flight deals. - You opt not to register for an account, which is a nice option to have.
----	---

03+ [Inputting Travel Details](#)

3+	3. <u>Inputting Travel Details:</u> - Using an HTML form, you are presented with options for different trip types: Round-trip, One-way, and Multi-city. - You input your departure (London STN) and destination (Antalya) in the respective fields. - You select your travel dates from a pop-up calendar and indicate the number of travellers (adults, children, infants on lap).
----	---

04+ [Searching for Flights Departing to Antalya](#)

4+	4. <u>Searching for Flights Departing to Antalya:</u> - After entering all necessary information, you click the search button to view flight options. - The “Trip.com” website opens another webpage that is titled as: -- 4.1 <u>Departing to Antalya</u> - The search results display available flights, allowing you to choose between the cheapest and most expensive tickets. ▪ <u>Exhibit: 1</u>  ▪ <u>This image shows a screenshot of the first departing ticket being with Pegasus Airlines at a cost of £97 for two flights departing.</u>
----	--

4.2 Baggage Information:

- No baggage information is provided at this stage of the website's user experience.
- The "Trip.com" website opens another webpage once you select the "Select" button provided. The webpage is titled "Returning to London."

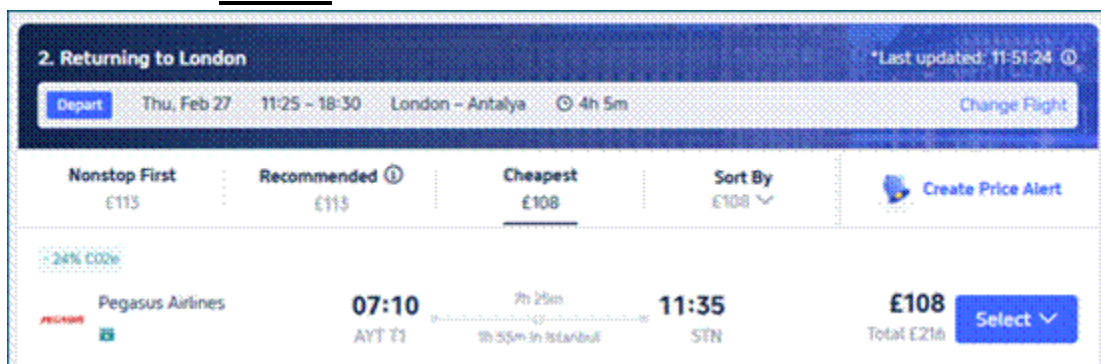
05+ Searching for Flights Returning to London

5+

5. Searching for Flights Returning to London: Hidden Taxes and Fees: A Breakdown of Costs

- Upon selecting a flight, a pop-up appears with "Farecards" which gives details on baggage allowances.

▪ Exhibit: 2



▪ This image shows a screenshot of the return flight with Pegasus Airlines at a cost of £108 for two flights Returning.

- The "Farecards" can vary with each search, causing confusion about what is included within each option.

06+ Price Discrepancy: Hidden Taxes and Fees, A Breakdown of Costs

6+

6. Price Discrepancy: Hidden Taxes and Fees, A Breakdown of Costs

- In this section, it is crucial to highlight the discrepancies between the initially displayed prices and the final amounts charged to customers, leading to unexpected additional costs that are not clearly explained during the booking process. The primary issues identified in this section include:

6.1 Price Discrepancy:

- Image Captioned: Farecard Demo Test Example Part 1 of 2:
- Departing to Antalya

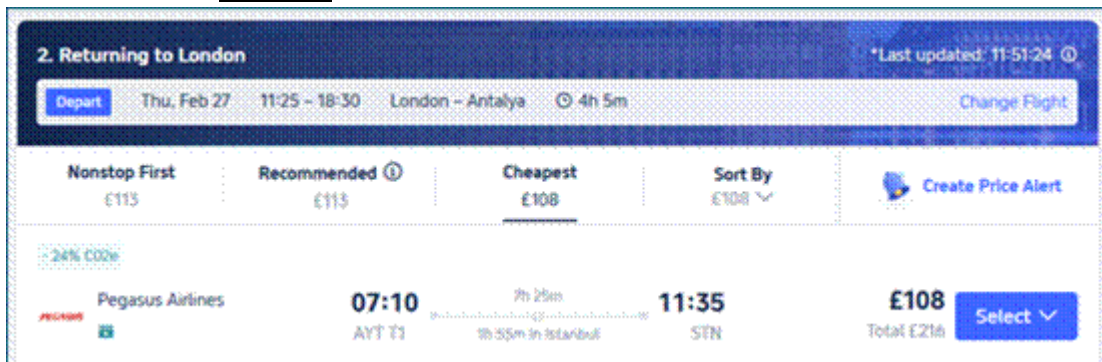
▪ Exhibit: 3



- This image shows a screenshot of the first departing ticket being with “SunExpress Airlines” at a cost of £97 for two flights departing.

- Image Captioned: Farecard Demo Test Example Part 2 of 2:
- Returning to London

▪ Exhibit: 4

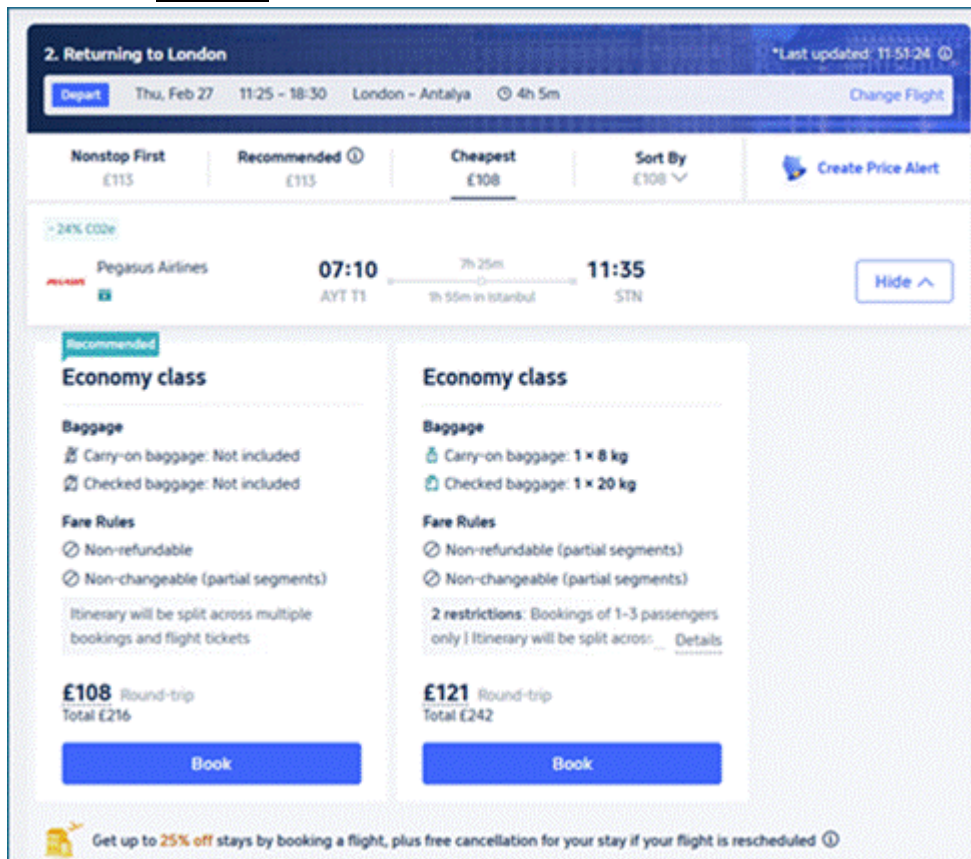


- This image shows a screenshot of the return flight with Pegasus Airlines at a cost of £108 for two flights returning.

- You notice a price change from an initial calculation of flight prices of £97 + £108, totalling £205, to £216 instead of £205, without a clear explanation for the increase. This adds to your concern about the booking process.
- The website totals the cost to £216 instead of £205 and without any fair explanation.

- Next, once we click on the **“Select Button”** on the Returning to London webpage, we receive a pop-up that is defined in the HTML code as **“Content Flex Farecard.”** As imaged below:
- **Image Captioned: Fare-Cards-Returning-to-London.**

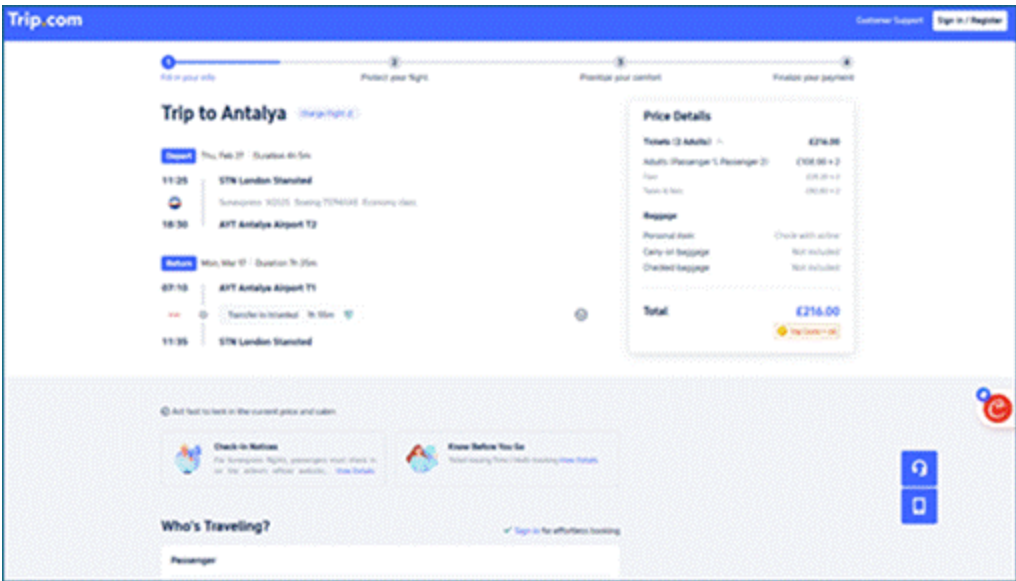
▪ **Exhibit: 5**



- **This image shows a screenshot of the Fare-Cards-Returning-to-London.**
- The pricing depicted in the **“Farecards”** does not align with what you were initially led to believe would be the cost of **£205**. In reality, the total is **£216**, as a higher price appears alongside the advertised price, leaving you feeling trapped into accepting an additional quotation without a clear understanding of the changes. At this point, you experience added pressure as a customer knowing that delaying your decision could result in lost time and potentially missing the services to which you have committed towards and the possibility of additional cost. This sense of urgency compels you to click the button labelled **“Book.”** hoping that further explanations will be provided later in the booking process by **“Trip.com.”** Unfortunately, this explanation does not materialize.

- The **"Farecards"** pricing states at its lowest **£108** round trip, totalling **£216**, and does not give a reason even yet, as to why we are being charged the extra fare.
 - a. **Selecting The Two Tickets Total Should be: £205.**
 - b. **Farecards Total Without Explanation: £216.**
 - c. **Extra "Believed" To Be Charged: £11** unfairly processed.
- After clicking on the button texted as **"Book"** we are present with the Image Captioned, Screenshot as exhibited below: --
- **Image Captioned: Tax's-Fees-Screenshot-Forced-Dropdown:**

▪ **Exhibit: 6**



▪ **Image Captioned: Tax's-Fees-Screenshot-Forced-Dropdown: Text Version!**

Price Details

Tickets (2 Adults) ^	£216.60
Adults (Passenger 1, Passenger 2)	£108.30 x 2
Fare	£25.30 x 2
Taxes & fees	£83.00 x 2
Baggage	
Personal item	Check with airline
Carry-on baggage	Not included
Checked baggage	Not included
Total	£216.60

6.2 Detailed Breakdown of Costs:

- The confusion regarding pricing in this instance originates from **“Trip.com,”** as their website can often be somewhat challenging to navigate or decipher. Here is a breakdown of the situation:
 - Initial Price Displayed:** £97 for the departing ticket and £108 for the returning ticket.
 - Final Price Breakdown:**
 - Tickets (2 Adults):** £216.60
 - Adults (Passenger 1, Passenger 2):** £108.30 × 2
 - Fare:** £25.30 × 2
 - Taxes & fees:** £83.00 × 2
 - The total of £216.60** includes the base fare, taxes, and fees for both passengers. The initial prices you see, **£97** and **£108**, do not include all the additional charges that are added later in the booking process.
- When you add up the base fare **£25.30 × 2** and the taxes & fees **£83.00 × 2**, you get the total cost for each passenger **£108.30**, and for two passengers, it sums up to **£216.60**.

▪ **Exhibit: 7**

Price Details	
Tickets (2 Adults) ▾	£216.60
Baggage	
Personal item	Check with airline
Carry-on baggage	Not included
Checked baggage	Not included
Total	
	£216.60
Trip Coins + 69	

▪ **Exhibit: 8**

Price Details	
Tickets (2 Adults) ^	£216.60
Adults (Passenger 1, Passenger 2)	£108.30 × 2
Fare	£25.30 × 2
Taxes & fees	£83.00 × 2
Baggage	
Personal item	Check with airline
Carry-on baggage	Not included
Checked baggage	Not included
Total	
	£216.60
	Trip Coins + 69

- Also, the two screenshots above depict a forced dropdown showing taxes and fees applied without clear justifications.

6.3 Lack of Detailed Breakdown:

- Unfortunately, the exact breakdown of these fees is not always provided by the booking platform and a check we did of “Trip.com’s” website revealed to us that they don't provide a detailed breakdown to customers of the taxes and fees directly on their booking page or thought their website, so, us customers are left without a clear understanding of what we are being charged for.

6.4 Request for Transparency:

- Therefore, I would also like to inquire about these specific breakdowns of the taxes and fees that we raise, as this information is not readily available on your website. According to my knowledge, these fees may include: --
 - a. Airport Taxes,
 - b. Security Fees,
 - c. Fuel Surcharges, And
 - d. Service Fees,
 - yet I wish to verify the exact components for clarity.

6.5 Example from the Website:

- a. Initial Price Displayed:
 - £97 for the departing flight and £108 for the returning flight, totalling £205.

b. **Final Price:**

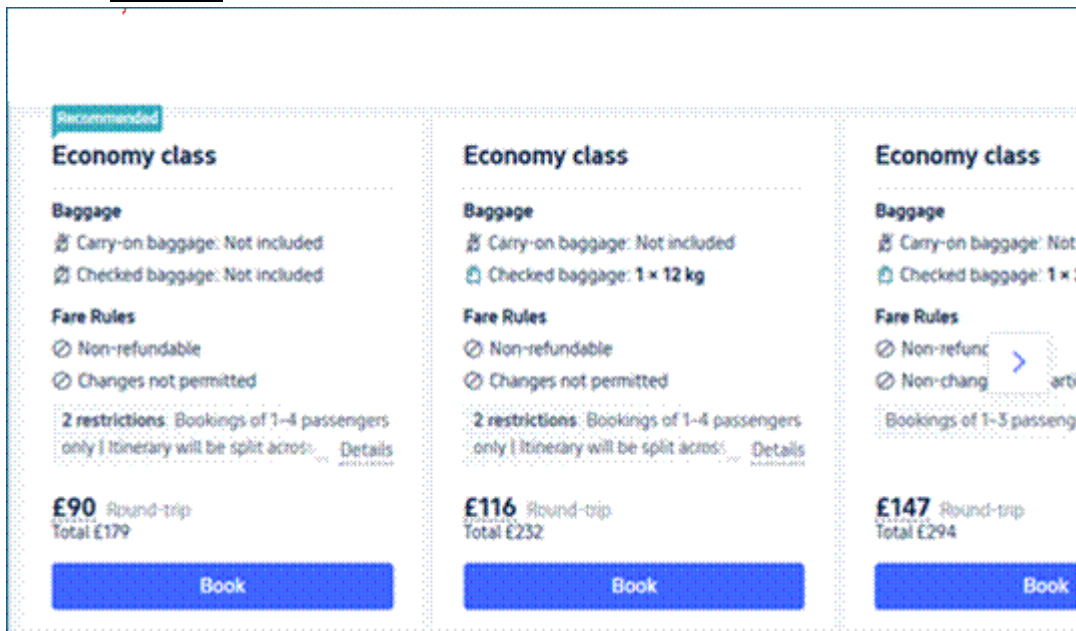
- **£216** without a clear explanation for the **£11** increase, nor additional **“Flight Fees.”**

c. **Website Demo Test:**

- In a live test, the total cost changed from an expected **£176** to **£192.40** due to hidden taxes and fees, and with a fair detailed breakdown for tickets, fare, fees & taxes, and/or additional charges as they are not clearly explained during the initial or final stages of booking.
- I would also like to formally address several other key issues I have encountered while using the **“Trip.com”** website, particularly concerning the **“Farecards”** feature and the overall user experience.

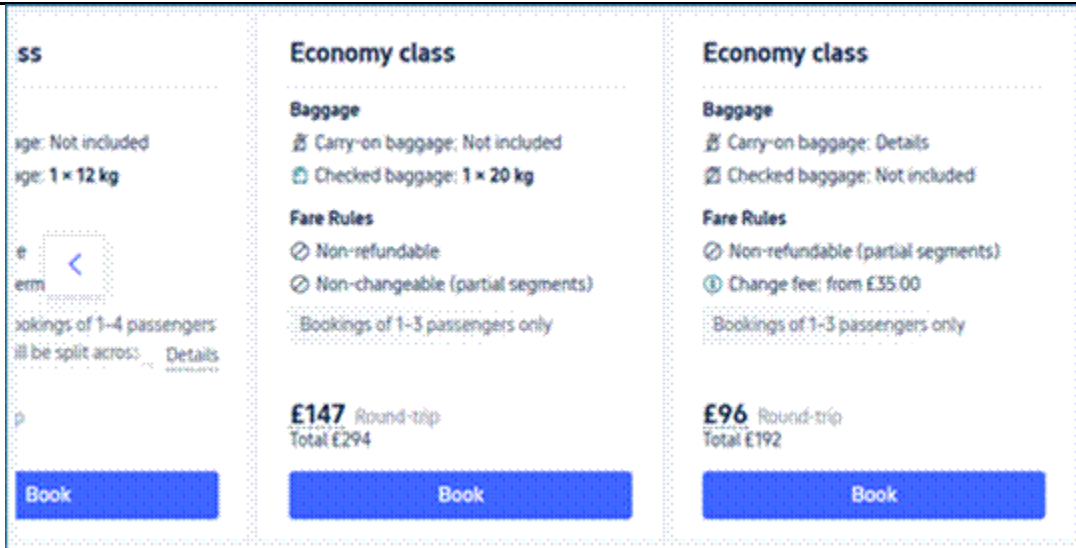
- **Image Captioned: Farecard Demo Test Example Part 1 of 2**

- **Exhibit: 9**



- **Image Captioned: Farecard Demo Test Example Part 2 of 2**

- **Exhibit: 10**



▪ **There Are 4 “Farecard’s” Imaged in These Files!**

1) Inconsistent Farecard Availability:

- Each time I navigate the “**Trip.com**” website, I notice that the available Farecards vary not only in options but also in quantities and this causes customer confusions. For an instance, in the images provided above, I observed four Farecards indicating that checked baggage was not included, these sorts of inconsistencies can easily go unmentioned but cause significant customer dissatisfaction, especially since the options are not always visible without scrolling horizontally or selecting specific filters. Consequently, this variability creates confusion regarding the Farecards and the associated baggage policies.

2) Navigation Challenges:

- The constant changes in Farecards contribute to a confusing website experience. Users often miss critical information about their flight options because they are not readily visible, or available. This lack of clarity can lead to misunderstandings about what is included in a fare and what additional costs might be incurred later.

3) Expired Search Results:

- Another issue I have faced is the quick expiration of search results. The first-come, first-served nature of “**Trip.com’s**” pricing model compels users to make hasty decisions, which I find to be unfair. For example, I often encounter messages stating that flight prices may have changed due to inactivity. This prompts me to restart my search process, leading to frustration with customer experience and ultimately results in different flight options and varied Farecards as well as policies and without fair warnings.

- **Image Captioned: Search Results Expired**

▪ **Exhibit: 11**

Search Results Expired

Due to a long period of inactivity, flight prices may have changed. Please refresh to see the latest results.

- **Unfair Pressure to Commit:** The combination of **“Unpredictable Farecard Availability,” “Navigation Difficulties,” “Expiring Search Results,”** and **“Constantly Changing Search Results,”** imposed undue pressure on me and I am sure other **“Trip.com”** users to commit to purchases without fully understanding the terms. This experience does not foster confidence in making informed travel decisions.

4) **Request for Resolution:**

- Please let me know how this discrepancy can be resolved and provide me with a detailed breakdown of the charges.
- I have included screenshots of these **"Farecards"** and included them below for your reference.

6.6 Laws and Regulations Breached

- In light of the issues experienced, it is essential to highlight the potential breaches of laws and regulations. These include:

1) **Consumer Protection Laws:**

- The misleading information about baggage allowances and the lack of transparent communication about fees may violate consumer protection laws, which require businesses to provide clear and accurate information to customers.

2) **European Regulation (EC) No 261/2004:**

- This regulation outlines passenger rights regarding flight cancellations and delays. Given the significant disruption and additional costs incurred, the situation may warrant a review for greater compensation under this regulation. Passengers are entitled to compensation for cancelled flights based on the distance and notice given, supporting the case for additional remuneration.

3) **Unfair Trading Regulations:**

- The use of misleading visual aids and the lack of clear text descriptions about baggage policies can be seen as unfair trading practices. These practices deceive customers into believing they must pay extra for certain services, which may not be the case under most airline policies.

6.7 Key Points Supporting My Position:

1) Misleading Information:

- The advertisement and receipt for "**Additional Baggage Allowance**" led me to believe I had secured a larger suitcase.

2) Consumer Protection:

- Information presented on your platform did not fulfil requirements for accuracy and clarity.

3) Terms and Conditions Review:

- Inconsistencies in advertised baggage allowances between flights raise questions about compliance.

4) Exceptional Circumstances:

- Errors on "**Trip.com's**" part led to significant financial losses beyond the cost of the original flight.

5) Customer Service Resolution:

- Addressing this situation fairly is crucial.

6.8 Impact and Compensation Request:

- Throughout both journeys, our flight experience was not satisfactory due to several issues arising from complications to do with our booking fees. We believe that if these problems had not occurred, our travel experience would have been as intended and as a consequence better. Therefore, we are requesting a refund of:
 - a. The Booking Fees We Incurred
 - b. The Lack of Clarity
 - c. Unexpected Travel Costs
 - d. Food Expenses

6.9 Given The Financial Losses Incurred:

- I request a reassessment of your "**Flight Price Guarantee and Booking Guarantee Terms & Conditions.**"

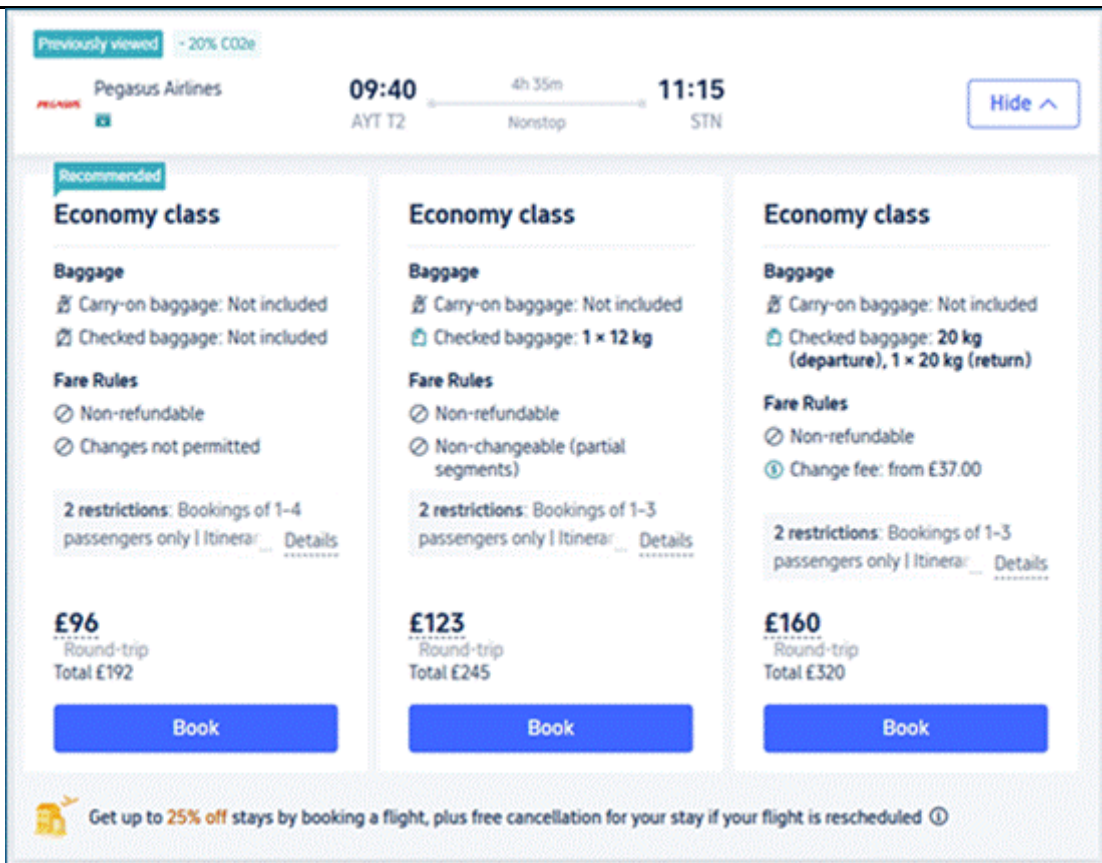
6.10 To Be Overlooked Is the Amount of Maximum Compensation:

- I Understand That the Maximum Compensation Stated on "**Trip.com's**" website specifies that "**It Includes a Refund of My Original Flight Ticket**" and "**A Complimentary Ticket for A Replacement Flight,**" and we therefore request those compensation recovery options to be granted to us.
- However, I kindly ask that you take into account the circumstances outlined in our claim, which led to significant inconveniences and distress during this

	travel disruption. Additionally, we incurred extra expenses as a result of these issues. We are therefore requesting compensation for the challenges we faced. • Although our hotel experience was 'great,' it was overshadowed by the concerns we raised in this claim. We believe that had these issues not occurred, we would have enjoyed the holiday we expected but sadly did not. We are seeking a settlement for the stress and trauma that this inconvenience wrongly caused to us and at no fault of our own at the cost of £120.32: Exhibit: L • In light of <u>“The European Regulation (EC) No 261/2004.”</u> which outlines passenger rights regarding flight cancellations and delays, I believe that my situation warrants a review for greater compensation due to the significant disruption caused. This regulation entitles passengers to compensation for cancelled flights based on the distance and notice given, which supports my case for additional remuneration. • Furthermore, considering my loyalty as a regular customer of <u>“Trip.com”</u> and its associated airlines, I believe that offering a more generous resolution would be a valuable gesture in maintaining customer satisfaction and trust. • In conclusion, the above-mentioned issues collectively create a negative user experience that not only complicates the process of booking flights but also detracts from the overall legitimacy of the <u>“Trip.com”</u> platform. I urge you to consider these concerns seriously and take steps to improve the user interface and experience on your website. Thank you for your attention to these matters, also our <u>“Booking Experience With “Trip.com””</u> never stopped there as detailed below!
--	--

07+ [Baggage Allowance Confusion](#)

7+	7. <u>Baggage Allowance Confusion</u> • This section takes part in clarifying the confusion surrounding baggage allowances and policies encountered during the booking process and at the airport, while using <u>“Trip.com”</u>: • <u>Image Captioned: Fair Cards!</u> ▪ <u>Exhibit: 12</u>
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1) **First Options About Baggage:**

- This is when the first options are given to us about baggage as we are given options to select about them in the Farecards.

2) **Unfair Image Sizes:**

- Two small images that are hard to tell apart from one another. This makes it difficult to make informed decisions.

3) **No Image of The Rack Sack or Gym Bag:**

- There is no image of the rack sack or gym bag that is permitted to be carried as a **“Personal Item,”** leading you to wait to understand more of what is allowed before you commit to picking your options.

4) **Failure Mentioning of Sizes:**

- The website does not clearly specify the allowed or prohibited sizes for items. Instead, it often only displays a number on some fare cards, which may indicate the permitted number of objects and the allowable weight. Furthermore, not all fare cards are visible simultaneously; users must scroll sideways to view additional cards, and some information is only accessible through clickable links, making it challenging to see all the relevant details at once.

5) **Lack of Clarity on Policies:**

- The website fails to specify where “**Policies**” are kept unless customer users find the “**Baggage Allowance & Policies**” link.
- This link only turns blue when hovered over, which can lead users to overlook it, not realizing it is a clickable link.
- Even if users find this section, things still stay confusing and for an instance they might encounter greyed-out text indicating restrictions, such as “**Each piece cannot exceed 40 × 30 × 15 cm in size,**” making you believe it is not an active part of the policy due to not being in black text.
- These colour and lack of textual explanations cause errors and create customer confusions, as users can easily make mistakes assume that weblinks and policies are managed fairly for customer use and protocols to be met must be implemented and applied universally across all “**Travel Booking Agents**” and “**Airlines**” websites, when at the preset date it does not. The absence of clear and prominent explanations misleads customers, as the information is not presented straightforwardly for easy understanding. More is addressed about “**Trip.com**” policy section in the next section of this document titled as: “**8. Pop-up Policy Information Sections.**”

6) **Farecard Package Deals:**

- In most cases all the “**Farecards.**” Package deals for “**Baggage,**” are selections for just “**One Persons Luggage,**” meaning you will have to make modifications to the packages at a later time in the “**Booking Process**” if there is more than one of you traveling and for this reason, the lowest Farecard was selected by myself.

7.1 **Additional Points:**

1) **Misleading Practices:**

- The reliance on color-coded images and visual aids without clear textual descriptions misled passengers into believing they needed to pay extra for certain baggage allowances. These practices deceive customers and result in additional fees and inconvenience during travel.

2) **Impact on Passengers:**

- The confusion and misleading information about baggage allowances led to financial losses, stress, and disruption of travel plans. Passengers were forced to pay additional fees for baggage that was initially believed to be covered by the booking.

3) **Request for Improvements:**

	• A clear, text-based explanation of baggage policies on the website would help passengers make informed decisions and avoid unexpected costs. Transparent and consistent information about baggage allowances is essential to improve the overall user experience and prevent similar issues for future customers. • In conclusion, this section, the lack of clear and consistent information about baggage allowances significantly impacted on our travel experience, leading us to financial losses and stress. It is crucial for the website to provide transparent and accurate information to ensure a fair and hassle-free travel experience for passengers.
--	--

08+ [Pop-up Policy Information Sections](#)

8+	8. <u>Pop-up Policy Information Sections</u> • When clicking the weblinks in the image above, you will find a section titled as <u>“Baggage.”</u> Under this section, there is text stating <u>“Carry-On Baggage: Not Included.”</u> It is important to note that as prior mentioned earlier in this claim this text is actually a clickable link that seems to be hide and directs you to the <u>“Baggage Allowance & Policies”</u> page. Once you click on it, a slide-in pop-up appears titled <u>“Baggage Allowance & Policies,”</u> which contains the following menus: a. <u>Booking Information,</u> b. <u>Baggage Allowance, and</u> c. <u>Flight Cancellation & Change Policies.</u> • <u>Image Captioned: Fair Cards!</u> ▪ <u>Exhibit: 13</u>
-----------	---

Previously viewed - 20% Code

Pegasus Airlines 09:40 4h 35m 11:15
AYT T2 Nonstop STN [Hide](#)

Recommended

Economy class

Baggage

- ✖ Carry-on baggage: Not included
- ✖ Checked baggage: Not included

Fare Rules

- ✖ Non-refundable
- ✖ Changes not permitted

2 restrictions: Bookings of 1-4 passengers only | Itinerary: ... Details

£96
Round-trip
Total £192

[Book](#)

Economy class

Baggage

- ✖ Carry-on baggage: Not included
- ✖ Checked baggage: 1 x 12 kg

Fare Rules

- ✖ Non-refundable
- ✖ Non-changeable (partial segments)

2 restrictions: Bookings of 1-3 passengers only | Itinerary: ... Details

£123
Round-trip
Total £245

[Book](#)

Economy class

Baggage

- ✖ Carry-on baggage: Not included
- ✖ Checked baggage: 20 kg (departure), 1 x 20 kg (return)

Fare Rules

- ✖ Non-refundable
- ⓘ Change fee: from £37.00

2 restrictions: Bookings of 1-3 passengers only | Itinerary: ... Details

£160
Round-trip
Total £320

[Book](#)

Get up to **25% off** stays by booking a flight, plus free cancellation for your stay if your flight is rescheduled ⓘ

- **Image Captioned: This Is a Screenshot of The Opened Webpage Link:**

- **Exhibit: 14**

Baggage Allowance & Policies

Booking Information

Baggage Allowance

Flight Cancellation & Change Policies

Booking Information

Ticket Issuing Time
Once payment is confirmed, tickets will be issued within 1 day

Using Tickets in Order
According to the airline's regulations, the tickets you have booked must be used in the order of the flight segments. Otherwise, the ticket fare, fuel surcharges, and government taxes will be recalculated based on the actual itinerary. If the recalculated amount exceeds the amount you have already paid for the tickets, you will be required to pay the difference. Additionally, any unused flight segments on the tickets will be considered invalid and cannot be used. The final decision will be subject to the approval of the operating carrier.

Baggage Allowance

Depart

London - Antalya

Personal Item
1 piece per person, 3 kg per piece.
Each piece cannot exceed 40 × 30 × 15 cm in size.
Must be placed under the seat in front of you

Carry-on Baggage
Please contact airline for detailed baggage regulations.

Checked Baggage
The total weight per person cannot exceed 20 kg.
Total dimensions (length + width + height) of each piece cannot exceed 158 cm.

Return

Antalya - London

Personal Item
1 piece per person, 3 kg per piece.
Each piece cannot exceed 40 × 30 × 15 cm in size.
Must be placed under the seat in front of you

Carry-on Baggage
Please contact airline for detailed baggage regulations.

Checked Baggage
The total weight per person cannot exceed 20 kg.
Total dimensions (length + width + height) of each piece cannot exceed 158 cm.

Flight Cancellation & Change Policies

The ticket policy is subject to the rules listed below, and these might differ from policies listed on the airline's website. Any cancellation or change requests must be made through Trip.com platforms or to our customer support.

8.1 Booking Information

- This section provides details about frequent flyer miles, ticket issuing times, and passenger number restrictions. It has no relevance to baggage allowance.

8.2 Baggage Allowance

1) Images and Descriptions:

- The section contains unclear images representing baggage types (e.g., Personal Item, Carry-on Baggage, Checked Baggage) without explicit descriptions. For instance:
 - "Personal Item"** does not include the term **"Rack sack."**
 - "Carry-on Baggage"** does not include the term **"Suitcase."**
 - "Checked Baggage"** does not include the term **"Suitcase."**

- Each package deal selected in the **“Booking”** or **“Farecard”** has its own **“Baggage Allowance & Policies.”** Clicking on the weblink titled **“Baggage Allowance & Policies”** will show a popup section containing the **“Baggage Policy.”**
- The **“Baggage Policy”** has similar issues as described but does not clearly define policies or rules to meet **“Fair-Trading Standards.”** This can cause confusion for customers.
- If you select an economy **“Farecard”** with **“Baggage Allowance,”** the website automatically updates the policies based on the package selected or reselected from the **“Farecard.”**
- For example, if a customer selects a package deal in the **“Farecard,”** clicks the **“Book”** button, and then checks the **“Baggage Allowance”** policy section, they may receive a **“Search Result Expired”** message and need to restart the process. The new package will come with its own updated **“Baggage Allowance & Policies,”** which may differ from the previous policy.

2) **Image Representation:**

- The section does not include names for the images, nor does it explain that the images change colour to indicate status: a greyed-out image means **“No,”** and a coloured image means **“Yes.”** This lack of explanation leads to confusion.

3) **System-Generated Notes:**

- There is a note stating, **“Additional baggage allowance can be purchased on the information entry page.”** This leads to confusion about when human intervention is required.
- Customers may believe that the next page opened by the site after clicking the **“Farecard”** will tailor the **“Additional Baggage Allowance”** for their holiday, but this is not the case. The **“Additional Baggage Allowance”** must mean as it is described in text and that would be to add additional baggage allowance to your holiday, not as Carry-on Baggage as most expect is free of charge.

4) **Contact Information:**

- The section has a note stating, **“Carry-On Baggage: Please Contact Airline for Detailed Baggage Regulations.”**

- **Image Captioned: This is another screenshot of the webpage:** Taken when reviewing another flight package!
- **Exhibit:** 15



8.3 Baggage Allowance & Policies

1) Trip.com Website Test:

- During a test conducted on the “Trip.com” website, this image was used as part of the evaluation. The test demonstrated that customers might not realize the images change colours to indicate different statuses, leading to confusion. Additionally, the lack of underwriting explaining these

changes can further mislead customers about the consistency of baggage policies.

2) **Colour and Clarity:**

- In the images above all the images are blue in colour. If a customer views the **“Baggage Allowance & Policies”** section for the first time or is not very observant, they might believe this represents the policy for all baggage allowances. This misunderstanding arises because there is no underwriting to explain the images.

3) **Text and Weights:**

- The text and weights in these categories change without warning. For instance, if your “Search Results Expire,” the policies and weights may be different when you view them again.

09+ [Once you select the button in blue with the text “Book,”](#)

9+

9. **Once you select the button in blue with the text “Book.”**

▪ **Exhibit:** 16

Previously viewed

+ 20% CO2e

Pegasus Airlines

09:40

4h 35m

11:15

AYT TR

Nonstop

SEN

Hide

Recommended

Economy class

Baggage

✂ Carry-on baggage: Not included

✂ Checked baggage: Not included

Fare Rules

⊗ Non-refundable

⊗ Changes not permitted

2 restrictions: Bookings of 1-4 passengers only | Itinerary: Details

£96

Round-trip

Total £192

Book

Economy class

Baggage

✂ Carry-on baggage: Not included

✂ Checked baggage: 1 × 12 kg

Fare Rules

⊗ Non-refundable

⊗ Non-changeable (partial segments)

2 restrictions: Bookings of 1-3 passengers only | Itinerary: Details

£123

Round-trip

Total £245

Book

Economy class

Baggage

✂ Carry-on baggage: Not included

✂ Checked baggage: 20 kg (departure), 1 × 20 kg (return)

Fare Rules

⊗ Non-refundable

⊗ Change fee: from £37.00

2 restrictions: Bookings of 1-3 passengers only | Itinerary: Details

£160

Round-trip

Total £320

Book

Get up to 25% off stays by booking a flight, plus free cancellation for your stay if your flight is rescheduled

- Due to most of the farecards not having an option for two people to carry the required amounts of baggage it becomes more visible to select the lowest priced

	farecard, leaving you to wait to apply any additional baggage allowances later still in the booking process.
--	--

10+ [The “Booked Page” Screenshot](#)

10+	10. <u>Screenshot-Baggage-Click-and-Pay-Part1</u> • The below is a screenshot of my purchased package. ▪ <u>Exhibit:</u> 17
-----	--

1 Find your route 2 Select your flight 3 Personalise your comfort 4 Finalise your payment

Trip to Antalya [\(change flight\)](#)

Outbound: Sat, Feb 9 Duration: 4h 5m

12:00 STN London Stansted

Ryanair Airlines PC1630 Airbus A320 Economy class

19:05 AYT Antalya Airport T2

Return: Mon, Feb 11 Duration: 4h 30m

09:40 AYT Antalya Airport T2

Ryanair Airlines PC1630 Airbus A320 Economy class

11:15 STN London Stansted

Price Details

Tickets (2 Adult) £472.00

Baggage

Personal item

Free

Carry-on baggage

Check with airline

Checked baggage

Free

Total

£472.00

[View details >](#)[Click here to view the current price and cabin](#)Ticket booking time
Once payment is confirmed, tickets will be issued within 15 minKnow Before You Fly
Many flights are now direct routes

Who's Traveling?

[Sign in for a faster booking](#)

Passenger

LEWIS JAMES

Adult, 2nd Adult (selected from)

[Please provide the passenger's ID information >](#)[Add Passengers >](#)

Additional Baggage Allowance

[or bring everything you need for your trip. Baggage Allowance](#)

Personal item

Total: 10 x 15 cm



Carry-on baggage

Please contact the airline for baggage regulations



Checked baggage

Please contact the airline for baggage regulations

London - Antalya

Passenger 1

1 piece, total 3 kg

[Please contact the airline for add and free baggage details](#)

20 kg

Antalya - London

Passenger 1

1 piece, total 3 kg

[Please contact the airline for add and free baggage details](#)

20 kg

Lost Checked Baggage Protection

[or](#) Your checked baggage will be protected throughout your flight. If your baggage is lost, please report it within 24 hours of your flight's arrival. We'll then pay you compensation for the loss. If you are unable to find it, you'll be compensated £400.00. [View more >](#)

£4.00 per item

Cancellation & Change Policies

Cancellation fee

[View information >](#)

Change fee

[View information >](#)

Need More Flexibility?

Cancellation Guarantee - Last Minute

[or](#) Get 50% of your total cost refunded

£45.00 per item

[or](#) Get 70% of your total cost refunded

£57.00 per item

Flexible Travel Dates - Last Minute

[or](#) Change flights without change fees and service fees

£25.50 per item

[View more >](#)

Stay Discounts

New Guest Offer
5% off (up to £5.00)Stay Credit
Worth 5% of Your BookingFlyer Exclusive Offer
Up to 25% off

Contact Details

First name

Last name

Email

Phone

Mobile phone

+1

Mobile phone

Promo Codes

No applicable promo codes



Flight Promo Code for New Trip.com Flyers

Use till 2024 - Feb 11 2024

This promotion can be used only with your selected currency

[Details](#)

Flight Promo Code for New Trip.com Flyers

Use till 2024 - Feb 11 2024

This promotion can be used only with your selected currency

[Details](#)

Flight Promo Code

[Add Promo Code >](#)[Apply 10 Coupons in 1 click](#)

I have read and agree to the following Trip.com booking terms and conditions, Flight Booking Policies, Privacy Statement

- **Screenshot 26-2-2025 194413 www.trip.com**

10.1 **Flight Details**

1) **Your add-ons in “Flight Bookings”**

- At the top of the image above, you can see a menu that highlights the booking stage you are currently in on the **“Trip.com”** website. This stage is designated as **“Flight Bookings.”** Within this part of the webpage, **“Trip.com”** offers **“Two Options for Luggage,”** which are markedly different from one another and are positioned in entirely separate sections of the site’s webpage. This separation can be quite challenging for customers who have just purchased their holiday, as both links are pertain to baggage but are not conveniently grouped together.
- The first baggage-related link is found within the **“Flight Details”** section, making it somewhat elusive and difficult to locate. Conversely, the second link resides in the **“Your Add-ons”** section. The divergent placements of these two important links create confusion, as neither is prominently featured at the top of the webpage or integrated into the main menu.
- This disorganization makes it hard for users to find essential information about their baggage options. The first link details the complimentary luggage allowance, while the second outlines what you need to pay for any additional baggage. Ensuring these links are grouped together in a more intuitive manner would greatly enhance the user experience and simplify the process for travellers seeking important baggage information.

2) **The First:** Leads you to the Baggage Allowance **“Free Baggage Allowance”** section!

- **Screenshot Free Baggage Allowance www.trip.com**

- **Exhibit: 18**

Baggage Allowance **Free Baggage Allowance**

London-Antalya

Adults	Personal item	• <u>1 piece per person, 15 kg each</u>
--------	---------------	--

		• Dimensions of each piece cannot exceed 45x36x20 cm. • Must be placed under the seat in front of you.
	Carry-on baggage	• No free baggage allowance
	Checked baggage	• No free baggage allowance
<u>Antalya-London</u>		
Adults	Personal item	• <u>1 piece per person, 4 kg each</u> • Please contact the airline for detailed baggage policies • Must be placed under the seat in front of you.
	Carry-on baggage	• No free baggage allowance
	Checked baggage	• No free baggage allowance

1) **Inconsistent Weight Allowance:**

- The **“Personal Item”** weight allowance differs significantly between the two flights. For the London to Antalya flight, it is **“15 kg.”** while for the Antalya to London flight, it is only **“4 kg.”** This inconsistency can easily be confusing for passengers.

2) **Lack of Detailed Information:**

- The return flight's **“Personal Item Allowance”** states, **“Please Contact the Airline for Detailed Baggage Policies,”** which is vague and unhelpful. Passengers need clear and specific information about what is allowed.

3) **No Free Carry-on or Checked Baggage:**

- Both flights mention **“No”** free **“Carry-On or Checked Baggage”** allowance, which might be unusual for some airlines and could lead to unexpected additional costs for passengers.

4) **Size Restrictions:**

- The dimensions for the **“Personal Item”** on the London to Antalya flight are specified **“45x36x20 cm,”** but there's **“No”** mention of **“Size Restrictions for The Return Flight.”** This lack of information can cause confusion and potential issues at the airport.

5) **Placement of Personal Items:**

- Both flights state that **“Personal Items”** must be placed under the seat in front of you. However, the significant weight difference **“15 kg vs. 4 kg”** raises questions about the **“Practicality and Safety”** of placing a **“15 Kg Item Under the Seat.”**

6) **Inconsistent Policies:**

- The differences in **“Baggage Policies”** between the **“Outbound and Return Flights”** can create confusion and inconvenience for passengers who might expect consistent rules for both legs of their journey.

10.2 For More Detailed Information, We Can Visit The:

1) **SunExpress Cabin Baggage**

- <https://www.sunexpress.com/en-gb/information/luggage-info/cabin-baggage/>
 - This page provides detailed information about Sun Express's baggage policies, including carry-on and checked baggage allowances, special baggage, and more.

2) **SunExpress Travel Baggage**

- <https://www.sunexpress.com/en-gb/information/luggage-info/travel-luggage/>
 - This page outlines the updated travel baggage allowances for SunExpress, including information on excess baggage fees and specific regulations for international flights.

10.3 Other Regulations:

- 1) In accordance with **European Union Health and Safety Regulations**, each piece of baggage is subject to a **maximum weight limit of 32 kg**. Unfortunately, baggage exceeding this weight cannot be accepted at check-in. Baggage weighing between **23 kg** and **32 kg** is classified as **“Heavy Baggage.”**
- 2) **The Second:** opens a pop-up webpage as imaged below titled as **“Additional Baggage Allowance.”**

▪ **Exhibit: 19**

The screenshot displays a flight booking interface. On the left, under 'Additional Baggage Allowance', it lists three categories: Personal Item (140 x 30 x 15 cm), Carry-on baggage (with a note to contact the airline for regulations), and Checked baggage (with a note on dimensions). Below this, it shows the route 'London - Antalya' and 'Antalya - London' for 'Passenger 1', each with a '1 piece, total 3 kg' allowance and a '20 kg' limit. A note in red text says 'Please contact the airline for size and free allowance details'. On the right, the 'Price Details' section shows 'Tickets (2 Adults)' for £472.00. Under 'Baggage', it lists 'Personal item' (Free), 'Carry-on baggage' (Check with airline), and 'Checked baggage' (Free). The 'Total' is £472.00, with a 'Trip Coins + 145' button. At the bottom, 'Cancellation & Change Policies' are listed, including a 'Cancellation fee' (Non-refundable) and a 'Change fee' (From £92.00). A 'Need More Flexibility?' section mentions 'Cancellation Guarantee'.

- **Additional Baggage Allowance:** Bring everything you need for your trip.

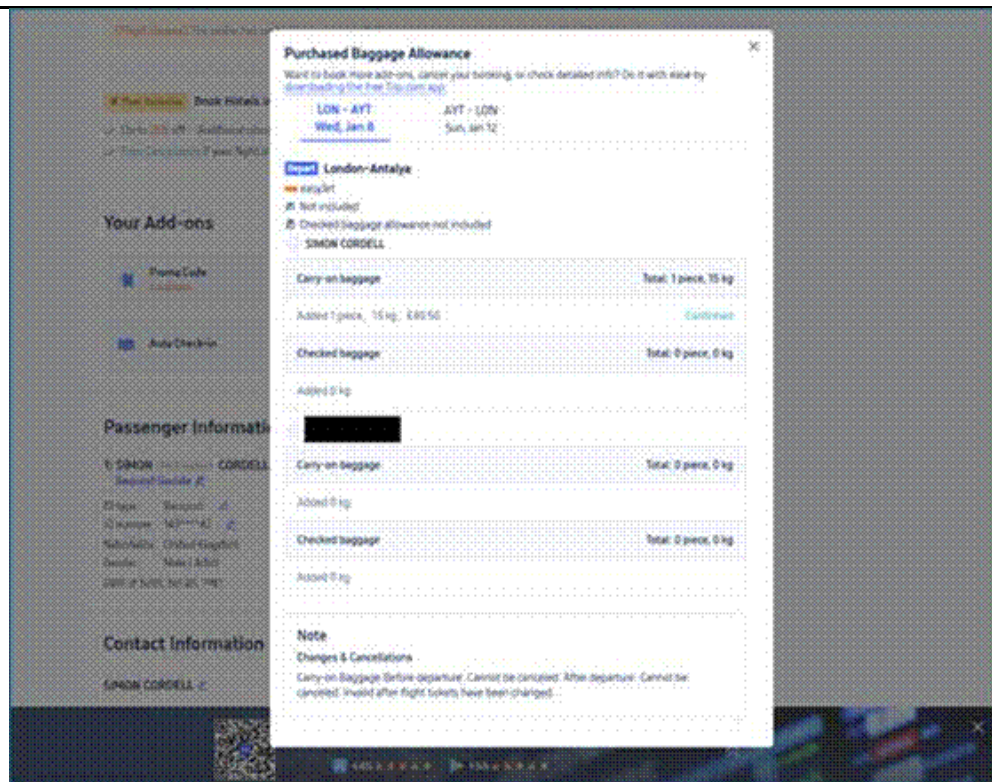
- The Baggage Allowance weblink takes you to the “**Baggage Allowance & Policies**” and is of no help.

3) **The third:** option is still the second option but once you have paid the button takes you to the following screenshot,”

10.4 Purchased Baggage Allowance.

- The below is a screenshot of my purchased package.
- This is the receipt for “**Purchased Baggage Allowance.**” Which proves I was right about paying for a larger suitcase as well.

▪ **Exhibit: 20**



Purchased Baggage Allowance

Want to book more addons, cancel your booking, or check detailed info? Do it with ease by downloading the free **“Trip.com”** app.

LON – **AYT - LON**
AYT **Sun, Jan 12**
Wed, Jan 8

Depart London-Antalya

“EasyJet”

Not included

Checked baggage allowance not included.

CORDELL/SIMON

Carry-on baggage	Total: 1 piece,
15 kg	
Added 1 piece, 15 kg, £40.50	Confirmed
Checked baggage	Total: 0-piece, 0
kg	
Added 0 kg	

+++++

	<table border="1" data-bbox="456 100 1143 365"> <tr> <td>Carry-on baggage</td><td>Total: 0-piece, 0 kg</td></tr> <tr> <td colspan="2">Added 0 kg</td></tr> <tr> <td>Checked baggage</td><td>Total: 0-piece, 0 kg</td></tr> <tr> <td colspan="2">Added 0 kg</td></tr> </table> Note Changes & Cancellations Carry-on Baggage: Before departure: Cannot be cancelled. After departure: Cannot be cancelled. Invalid after flight tickets have been changed. • No <u>“Personal Items”</u> are declared by <u>“Trip.com”</u> in the <u>“Purchased Baggage Allowance Receipt.”</u> • It clearly states, <u>“Carry-On Baggage Confirmed.”</u> • Below we have Exhibited a copy of the <u>“Itinerary”</u> <u>“Trip.com”</u> provided us with and it states otherwise, and this led to uncertainty as to what was paid for at the airport. • <u>“Personal Items”</u> are a rack sack and not permitted to be a suitcase as imagined and marketed for sale by <u>“Trip.com”</u> even aloe this is not the majority of airlines policy as I was misled by <u>“Trip.com”</u> to believe and pay for. 1) This is the receipt for <u>“Free Baggage Allowance”</u> and it clearly states, <u>“Free Baggage Allowance.”</u> and I knew I had paid for a larger suitcase as well. 2) There is the possibility of this not being the Carryon luggage as Easy Jet allows a <u>“free 15kg policy.”</u>	Carry-on baggage	Total: 0-piece, 0 kg	Added 0 kg		Checked baggage	Total: 0-piece, 0 kg	Added 0 kg	
Carry-on baggage	Total: 0-piece, 0 kg								
Added 0 kg									
Checked baggage	Total: 0-piece, 0 kg								
Added 0 kg									

11+ [Itinerary](#)

11+	11. <u>Itinerary</u> • I received an email containing a link that I can click to access my bookings page after making a purchase. Once there, I can find another link to download my itinerary as a PDF. ▪ <u>Exhibit:</u> 21
-----	---

Itinerary



Booking Information

We advise you print out your itinerary and take it with you to ensure your trip goes as smoothly as possible.
Booking No. [1653702646294295](#)

London - Antalya

Name	Class	Airline Booking Reference
SIMON (Given names) CORDELL (Surname)	Economy	K8M8DNZ
[REDACTED] (Surname)	Economy	K8M8DNZ

Antalya - London

Name	Class	Airline Booking Reference
SIMON (Given names) CORDELL (Surname)	Economy	X3R4G7
[REDACTED] (Surname)	Economy	X3R4G7

Flight Information

London - Antalya

Departure	08:00, January 8, 2025 Gatwick Airport ,S
Arrival	15:20, January 8, 2025 Antalya Airport ,T2
Airline	easyJet U26519
Class	Economy 4hr 20mins No Meals

Antalya - London

Departure	09:55, January 12, 2025 Antalya Airport ,T1
Arrival	11:40, January 12, 2025 Gatwick Airport ,S
Airline	Sunexpress XQ590
Class	Economy 4hr 45mins No Meals

Baggage Allowance

Please check the baggage information at the bottom for more details.

London - Antalya

SIMON CORDELL (Adults)

Personal item	1 piece per person, 15 kg each
Carry-on baggage	No free baggage allowance
Checked baggage	No free baggage allowance

[REDACTED] (Adults)

Personal item	1 piece per person, 15 kg each
Carry-on baggage	No free baggage allowance
Checked baggage	No free baggage allowance

Additional Baggage Allowance (Purchased)

SIMON CORDELL	1piece(s), total 15kg carry-on baggage
---------------	--

Processing

Antalya - London

SIMON CORDELL (Adults)

Personal item	1 piece per person, 4 kg each
Carry-on baggage	No free baggage allowance
Checked baggage	No free baggage allowance

[REDACTED] (Adults)

Personal item	1 piece per person, 4 kg each
Carry-on baggage	No free baggage allowance
Checked baggage	No free baggage allowance

Important information

- During various procedures in the airport, passengers must provide the valid ID used to purchase their ticket. Their boarding pass or itinerary may also be required.
- Please note that tickets must be used in the sequence set out in the itinerary, otherwise airlines reserve the right to refuse carriage. Trip.com bears no responsibility if passengers are unable to board a plane due to not complying with airline policies and regulations.
- We make the suggestion to arrive at Gatwick Airport at least 2h prior to departure to ensure you have enough time to check in.

• We make the suggestion to arrive at Antalya Airport at least 2h prior to departure to ensure you have enough time to check in.

Baggage Information

London - Antalya

- Carry-on baggage: No free baggage allowance
- Checked baggage: No free baggage allowance
- Personal item: Must be placed under the seat in front of you.

Antalya - London

- Carry-on baggage: No free baggage allowance
- Checked baggage: No free baggage allowance
- Personal item: Must be placed under the seat in front of you.

11.1 Frequent Confusion

- There are many instances where information changes unexpectedly or is presented confusingly. In this case, it appears that the updates are not reflected correctly after payment, particularly regarding our **"Additional Baggage Purchases."** While these purchases are mentioned, they are not clearly added to our booking.

	11.1 <u>Extract from “Trip.com”: --</u> ▪ <u>Exhibit:</u> 22 <u>Regulations on “Special Baggage Allowance”</u> Each airline has different regulations on special baggage, such as musical instruments, sports equipment, E.g., <u>“Therefore, for baggage other than regular backpacks and suitcases,”</u> <u>“Trip.com”</u> recommends checking the baggage regulations on the airline's website or contacting our customer support before traveling. 11.1 <u>“Special Baggage Allowance:”</u> • For items like musical instruments or sports equipment should not imply to us in this case but I checked them anyways and the policy states that they vary by airline and are recommended to be checked directly on the airline's website. But they are clear that this is not necessary for <u>“Regular Backpacks and Suitcases!”</u>
--	---

12+ [The 3rd Flight Cancellation & Change Policies](#)

12+	12. <u>The 3rd Flight Cancellation & Change Policies</u> • Due to our decision not to cancel our flight or make changes to our policy ourselves, I will not be covering this section of the website.
-----	---

13+ [Within The Bottom Header Of The Webpage Is The Following Text](#)

13+	13. <u>Within The Bottom Header of The Webpage Is the Following Text</u> 1) <u>Extract from “Trip.com”: --</u> • <u>Exhibit:</u> 23 <u>Book Flights from Antalya to London on “Trip.com”</u> <u>**Find Affordable Airfare with Ease**</u> Searching for cheap flights from Antalya to London? <u>“Trip.com”</u> offers a seamless booking experience, “Showcasing” the best real-time airfares and flight deals. With advanced tools like Fare Alerts and Deal Finder fare calendars, you can effortlessly plan your journey, whether for business or leisure. Plus, do not forget to explore the convenient Flight + Hotel packages that enhance your London vacation experience.
-----	--

- More convenient and affordable would mean having a clearer baggage system put into place within the website and with clear policies that are wrote out in a text format were they do not change as tickets are selected and also, if images are used and the change of their colour to facilitate the **“Baggage Allowance & Policies,”** then a text format for customer-side public awareness should be attached and not images when address **Policies**. **i.e.** as adults in UK we are aware that images are used in necessity schools to aid in our development but as we grow up these skills are less used unless put into emergency situation. i.e. like emergency signs above doors. When booking a holiday or flight it is a more professional outfit you are expecting, and you tend to look for the Finner print and fail to understand if images are being used, and their colour change demonstrates certain aspects of the price you pay or holiday you entail. If you as a customer have only used or seen this website once, then you will not have a fair chance of understanding due to the lack of explanations unless you are looking to select all these things again and again and hope to notice these changes for yourself and protection of funds available and this is not fair.

- Also, in the bottom footer of the website home page linked here: <https://www.trip.com/> is this: --

- **Extract from “Trip.com”:** --
- **Exhibit:** 24

Other Services

- 1) [Investor Relations](#)
- 2) [“Trip.com” Rewards](#)
- 3) [Affiliate Program](#)
- 4) [List Your Property](#) **“This Is to Rent Property Out and Not Book Luggage In.”**
- 5) [All Hotels](#)
- 6) [Become a Supplier](#)
- 7) [Security](#)

2) Enhancing the Booking Experience

- While **“Trip.com”** provides excellent flight options, there is room for improvement in the clarity of baggage policies. A more streamlined and transparent system would significantly enhance user satisfaction. Clear text descriptions of baggage allowances and policies, rather than relying heavily on images that change in colour, would help travellers make informed decisions.

	- For instance, adults are accustomed to reading and understanding text-based information in professional contexts, yet the current reliance on visual aids can lead to confusion. When booking flights, customers expect a professional and straightforward approach, including clear and consistent policies that remain unchanged throughout the selection process. - Visual aids can be helpful for educational purposes, particularly in childhood development, but in situations like flight bookings, detailed textual explanations are far more effective. When navigating a booking site, travellers should not have to re-evaluate images or decipher fluctuating colour codes in order to comprehend crucial information about baggage allowances and policies. 3) <u>The Importance of Clear Communication</u> - Transparent communication surrounding baggage policies can significantly enhance user experience. Clear, concise text-based information will empower travellers to understand their choices better, ensuring they feel confident and informed while booking their flights. - In summary, while “<u>Trip.com</u>” provides valuable services for finding flights, implementing a clearer system for baggage allowances using straightforward text rather than changing imagery will create a more user-friendly environment and facilitate a smoother booking process.
--	---

14+ [Flights Price Guarantee](#)

14+	14. <u>Flights Price Guarantee</u> <u>Flights Price Guarantee</u> 1) <u>Trip.Com Guarantees That the Price of Your Flight Will Not Change After Payment Has Been Confirmed.</u> However, in my case, the price did change due to an error with the wrong booking classifications of purchased “<u>Baggage Allowance.</u>” Specifically: <u>Incorrect Baggage Allowance:</u> The flight tickets were delayed due to confusion caused by “<u>Trip.com</u>” not purchasing the correct “<u>Baggage Allowance</u>” as paid for. <u>Communication Issues:</u> There was a lack of clear communication through the user experience on their website.
-----	--

- 2) If the ticket is not issued after successful payment due to Trip.com's fault and the ticket price increases, Trip.com is requested to cover the difference.

Booking Guarantee

- **Trip.Com Will Do Its Best to Guarantee Your Trip Once Your Tickets Are Issued.** If you are unable to board the flight due to the fault of Trip.com, please contact them immediately. They will provide compensation according to the circumstances, with the maximum possible compensation being a refund of the cost of your original flight ticket plus a free ticket for a replacement flight designated by Trip.com.
- **Extract from Trip.com:**
- **Exhibit:** 25

Flight Price Guarantee and Booking Guarantee Terms & Conditions

- 1) Please contact Trip.com immediately if you run into any problems while booking flight tickets.
 - If you make your own arrangements without contacting Trip.com or choose not to take a solution provided by Trip.com, you forfeit your rights under Trip.com's Flight Price Guarantee and Booking Guarantee.
- 2) The Flight Price Guarantee and Booking Guarantee **"Will Not Apply"** in any of the following circumstances:
 - 1+ Tickets were not issued due to unsuccessful payment.
 - 2+ Tickets were not issued due to a flight schedule change.
 - 3+ Any conditions which do not cause a change from the original flight schedule.
 - 4+ Failure to board a flight is due to the fault of the customer.
 - 5+ The flight is departing within 2 hours of booking.
 - 6+ Failure to board due to any conditions not caused by Trip.com.
 - This includes, but is not limited to, airline delays or cancellations, an issue with the airport, a Force Majeure Event, or any other causes or conditions not caused by Trip.com.
- 3) **Flight bookings with: "Ryanair" "Do Not Qualify"** for any of the service guarantees provided by **"Trip.Com,"** -including

but not limited to Price Guarantee, Booking Guarantee, and advance compensation.

Additional Information

1) **Not all airlines charge for additional baggage, including small suitcases, but the ones that do have several reasons:**

- **Revenue Generation**: Baggage fees are a significant source of revenue for airlines.
- **Fuel Costs**: Additional weight on the aircraft requires more fuel.
- **Handling and Storage**: Managing and storing extra luggage incurs costs.
- **Encouraging Compliance**: Fees encourage passengers to adhere to weight and size restrictions.
- **Tax Savings**: In some regions, unbundling services like baggage fees from the base airfare can reduce the amount subject to government taxes.

2) **Changes in Airline Baggage Policies:**

- The shift in airline baggage policies, particularly regarding the size and weight of carry-on luggage, has evolved over the years due to various factors. In 2015, the **“International Air Transport Association (IATA)”** issued guidelines to **“Standardize The “Size” Of Carry-On Luggage.”** This led many major airlines to adopt new dimensions, generally smaller than previous allowances.
- Budget airlines have further tightened their **“Carry-On Policies”** to generate **“Additional Revenue.”** For example, since 2018, airlines like **“Ryanair, EasyJet, and Wizz Air”** have **“Reduced the Maximum Dimensions Allowed for Free Carry-On Bags.”**
- This change was driven by the need to maximize profits and manage the limited space in the cabin more efficiently. The introduction of these stricter regulations and fees for **“Carry-On Luggage”** has been a way for **“Airlines to Offset High Operating Costs”** and encourage passengers to **“Adhere To “Weight and Size” Restrictions.”** This shift has also been influenced by heightened security measures and the need to streamline boarding processes.
- [https://www."Trip.com"/pages/customer-service/](https://www.)

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15+ All Personal Items Can Be Suitcases For 99% Of Airlines

15+	15. <u>All Personal items can be suitcases for 99% of Airlines.</u> <u>Here Is a List of Regulations and Organizations That Monitor Carry-On Baggage:</u> <u>International Regulations</u> 1) <u>International Air Transport Association (IATA):</u> • Sets guidelines for carry-on baggage dimensions and weight limits for member airlines. • IATA Cabin Baggage 1+ https://www.iata.org/en/programs/ops-infra/baggage/check-bag/ <u>Regional Regulations</u> 2) <u>European Union Aviation Safety Agency (EASA):</u> • Regulates carry-on baggage policies for airlines operating within the European Union. • EASA Cabin Baggage 1+ https://www.iata.org/en/programs/ops-infra/baggage/check-bag/ 3) <u>Federal Aviation Administration (FAA):</u> • Regulates carry-on baggage policies for airlines operating within the United States. • FAA Baggage Regulations 1+ https://www.caa.co.uk/passengers-and-public/passenger-guidance/baggage/ 4) <u>Civil Aviation Authority (CAA):</u> • Regulates carry-on baggage policies for airlines operating within the United Kingdom. • CAA Baggage Regulations Canada 1+ https://tc.canada.ca/en/aviation/aviation-security/what-you-can-t-bring-plane <u>National Regulations</u> 1) <u>Transport Canada:</u> • Regulates carry-on baggage policies for airlines operating within Canada. • Transport Canada Baggage Regulation 1+ https://tc.canada.ca/en/aviation/publications/what-can-i-bring-airplane
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2) **Australian Civil Aviation Safety Authority (CASA):**

- Regulates carry-on baggage policies for airlines operating within Australia.
- CASA Baggage Regulations
1+ <https://www.casa.gov.au/search?keys=Baggage>

Airport-Specific Regulations

1) **Heathrow Airport:**

- Provides specific guidelines for carry-on baggage for flights departing from Heathrow.
- Heathrow Airport Baggage Information
1+ <https://www.heathrow.com/at-the-airport/security-and-baggage/hand-baggage-and-liquids>

2) **Gatwick Airport:**

- Provides specific guidelines for carry-on baggage for flights departing from Gatwick.
- Gatwick Airport Baggage Information
1+ <https://www.gatwickairport.com/passenger-guides/security.html>

3) **Stansted Airport:**

- Provides specific guidelines for carry-on baggage for flights departing from Stansted.
- Stansted Airport Baggage Information
1+ <https://www.stanstedairport.com/help/passenger-guides/luggage/>

Luggage Regulations and Personal Items

- If we go to the airline's webpage in respect of information regarding luggage regulations, we can ascertain that 99% of the airlines do not specify whether personal luggage can or cannot be a suitcase, meaning that it can be, as long as it fits within the size and weight restrictions that are enforced. Carry-on luggage items are regulated by size and weight restrictions the same.

Keywords to search for on the Airline's websites are as follows:

- 1) Rucksack
 - 2) Rack Sake
 - 3) Suitcase
- And if none of these are present, then this means they are not regulated unless by images alone. Out of the sixteen airlines we searched for, only **“EasyJet”** slightly covered Suitcase as an additional cost to **“Personal Items.”** **“Personal Items”** are not even classified as **“Personal Items”** in easy jets website but rather as **“Large Cabin Bag.”**

- If I go to Skyscanner and book a flight, “They Provide a List Of “Travel Agents” Similar To “Trip.Com.” When I Select Any of These Companies, They Sell Me the Flight but Often Trap Me into Paying for A Suitcase Being Allowed as Carry-On Baggage.” This practice is misleading and potentially unlawful, as it contradicts the established policies of many airlines. According to most airline policies, passengers are allowed to carry one suitcase as a personal item without additional fees, as long as it meets the specified size and weight restrictions. This discrepancy between the booking platforms' charges and the airlines' policies is both unfair and deceptive.
- Consumers have the right to accurate and transparent information when booking flights. Misleading practices like these can be reported to the appropriate regulatory authorities, such as the Civil Aviation Authority (CAA) in the UK or the Department of Transportation (DOT) in the USA. It is essential for booking platforms to align their policies with those of the airlines to ensure fair treatment of passengers.

1) American Airlines

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 22 x 14 x 9 inches (56 x 36 x 23 cm). “Suitcases Are Allowed as Carry-On Baggage at No Additional Fee.”
- **Personal Item:** Must fit under the seat in front of you and not exceed 18 x 14 x 8 inches (45 x 35 x 20 cm). Examples include a small backpack, purse, or laptop bag. “While The Website Does Not Explicitly Define Personal Items as Including Suitcases, Any Item That Fits Within the Specified Dimensions Is Permitted.”
- **Verification:** Information verified on the American Airlines website on **February 18, 2025, 00:50 GMT**. American Airlines Carry-on Baggage Policy.
- **American Airlines Carry-on Baggage Policy:**
1+ <https://www.aa.com/i18n/travel-info/baggage/carry-on-baggage.jsp>

2) Qatar Airways

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must not exceed 50 x 37 x 25 cm and weigh no more than 7 kg for Economy Class. Business and First-Class passengers can bring two pieces of carry-on baggage with a combined weight of 15 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.

- **Verification:** Information verified on the Qatar Airways website on February 18, 2025, 00:55 GMT. Qatar Airways Carry-on Baggage Policy.
- **Qatar Airways Carry-on Baggage Policy:**
1+ <https://www.qatarairways.com/en/baggage/allowance.html>

3) **Emirates**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must not exceed 55 x 38 x 22 cm and weigh no more than 7 kg for Economy Class. Premium Economy passengers can bring a carry-on bag weighing up to 10 kg. Business and First-Class passengers can bring two pieces of carry-on baggage with specific size limits. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Emirates website on February 18, 2025, 01:00 GMT. Emirates Carry-on Baggage Policy.
- **Emirates Carry-on Baggage Policy:**
1+ <https://www.emirates.com/uk/english/before-you-fly/baggage/cabin-baggage-rules/>

4) **Lufthansa**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must not exceed 55 x 40 x 23 cm and weigh no more than 8 kg for Economy Class. Business and First-Class passengers can bring two pieces of carry-on baggage. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a laptop bag, shopping bag, or handbag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Lufthansa website on February 18, 2025, 01:05 GMT. Lufthansa Carry-on Baggage Policy.
- **Lufthansa Carry-on Baggage Policy:**
1+ <https://www.lufthansa.com/us/en/carry-on-baggage>

5) **Ryanair**

- **Carry-on Baggage:** One small personal bag and one additional bag for Priority & 2 Cabin Bags passengers.
- **Small Personal Bag:** Must fit under the seat in front of you and not exceed 40 x 20 x 25 cm. Examples include a handbag or laptop bag.

- **Additional Bag:** For Priority & 2 Cabin Bags passengers, an additional 10 kg bag (55 x 40 x 20 cm) can be stored in the overhead locker. **“Suitcases”** are allowed as **“Carry-On Baggage”** for Priority & 2 Cabin Bags passengers at no additional fee.
- **Verification:** Information verified on the Ryanair website on **February 18, 2025, 01:10 GMT**. Ryanair Carry-on Baggage Policy.
- **Ryanair Carry-on Baggage Policy:**
1+ <https://help.ryanair.com/hc/en-gb/articles/12888036565521-Ryanair-s-Bag-Policy>

6) **“EasyJet”**

- **Carry-on Baggage:** One small cabin bag and one additional large cabin bag for certain passengers.
- **Small Cabin Bag:** Must fit under the seat in front of you and not exceed 45 x 36 x 20 cm. Examples include a small trolley case, handbag, rucksack, or laptop bag.
- **Large Cabin Bag:** For passengers who book a **Large Cabin Bag**, it must not exceed 56 x 45 x 25 cm and can be stored in the overhead locker. Suitcases are allowed as **carry-on baggage** for passengers who book a large cabin bag at no additional fee.
- **Verification:** Information verified on the **“EasyJet”** website on **February 18, 2025, 01:15 GMT**. **“EasyJet”** Carry-on Baggage Policy.
- **“EasyJet” Carry-on Baggage Policy:**
1+ <https://www.EasyJet.com/en/help/baggage/cabin-bags>

7) **British Airways**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 22 x 18 x 10 inches (56 x 45 x 25 cm). Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you and not exceed 16 x 12 x 6 inches (40 x 30 x 15 cm). Examples include a handbag, laptop bag, or small backpack. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the British Airways website on **February 18, 2025, 01:20 GMT**. British Airways Carry-on Baggage Policy.
- **British Airways Carry-on Baggage Policy:**
1+ <https://www.britishairways.com/en-gb/information/baggage-essentials>

8) **Delta Airlines**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 22 x 14 x 9 inches (56 x 36 x 23 cm). Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you. Examples include a purse, laptop bag, or item of similar size. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Delta Airlines website on **February 18, 2025, 01:25 GMT**. Delta Airlines Carry-on Baggage Policy.
- **Delta Airlines Carry-on Baggage Policy**
1+ <https://www.delta.com/us/en/baggage/carry-on-baggage>

9) **Virgin Atlantic**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 23 x 36 x 56 cm (9 x 14 x 22 inches). Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a handbag, small backpack, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Virgin Atlantic website on **February 18, 2025, 01:30 GMT**. Virgin Atlantic Carry-on Baggage Policy.
- **Virgin Atlantic Carry-on Baggage Policy:**
1+ <https://flywith.virginatlantic.com/gb/en/prepare-to-fly/baggage/hand-baggage.html>

10) **Aer Lingus**

- **Carry-on Baggage:** One cabin bag and one small bag.
- **Cabin Bag:** Must not exceed 55 x 40 x 24 cm and weigh no more than 10 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Small Bag:** Must not exceed 25 x 33 x 20 cm. Examples include a handbag or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Aer Lingus website on **February 18, 2025, 01:35 GMT**. Aer Lingus Carry-on Baggage Policy.
- **Aer Lingus Carry-on Baggage Policy:**
1+ <https://www.aerlingus.com/travel-information/baggage-information/cabin-baggage/>

11) Air France

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 35 x 25 cm and weigh no more than 12-18 kg combined with the personal item, depending on the ticket type. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Air France website on **February 18, 2025, 01:40 GMT**. Air France Carry-on Baggage Policy.
- **Air France Carry-on Baggage Policy:**
1+ <https://www.airfrance.co.uk/information/bagages>

12) KLM

- **Carry-on Baggage:** One cabin bag and one small bag.
- **Cabin Bag:** Must not exceed 55 x 35 x 25 cm and weigh no more than 12 kg combined with the small bag. Suitcases are allowed as carry-on baggage at no additional fee.
- **Small Bag:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the KLM website on **February 18, 2025, 01:45 GMT**. KLM Carry-on Baggage Policy.
- **KLM Carry-on Baggage Policy:**
1+ https://www.klm.com/travel/us_en/prepare_for_travel/baggage/baggage_allowance/index.htm

13) Turkish Airlines

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 40 x 23 cm and weigh no more than 8 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Turkish Airlines website on **February 18, 2025, 01:50 GMT**. Turkish Airlines Carry-on Baggage Policy.
- **Turkish Airlines Carry-on Baggage Policy:**

1+ <https://www.turkishairlines.com/en-int/any-questions/carry-on-baggage/>

14) Jet2

- **Carry-on Baggage:** One cabin bag and one small personal item.
- **Cabin Bag:** Must not exceed 56 x 45 x 25 cm and weigh no more than 10 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Small Personal Item:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Jet2 website on **February 18, 2025, 01:55 GMT**. Jet2 Carry-on Baggage Policy.
- **Jet2 Carry-on Baggage Policy:**
1+ <https://www.jet2.com/en/at-the-airport/cabin-baggage>

15) SunExpress

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 40 x 23 cm and weigh no more than 8 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you. Examples include a handbag, laptop bag, or small backpack. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the “**Sunexpress**” website on **February 18, 2025, 02:00 GMT**. “**Sunexpress**” Carry-on Baggage Policy.
- **SunExpress Carry-on Baggage Policy:**
1+ <https://www.sunexpress.com/en/information/luggage-info/cabin-baggage/>
2+ <https://top-handgepaek-koffer.de/sunexpress-handgepaek/>

16) Pegasus Airlines

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 40 x 20 cm and weigh no more than 8 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you. Examples include a handbag, laptop bag, or small backpack. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Pegasus Airlines website on **February 18, 2025, 02:05 GMT**. Pegasus Airlines Carry-on Baggage Policy.
- **Pegasus Airlines Carry-on Baggage Policy:**

1+ **Baggage Allowance**

<https://www.flypgs.com/en/pegasus-baggage-allowance>

2+ **Express Baggage**

<https://www.flypgs.com/en/express-baggage>

3+ **What Is Your Cabin Baggage Allowance**

<https://www.flypgs.com/en/what-is-your-cabin-baggage-allowance>

Airline-Specific Changes

- **American Airlines (2025):** American Airlines is rumoured to be implementing revised baggage policies in **2025**, which could redefine what passengers are allowed to bring on board.
- **European Airlines (2025):** New EU carry-on standards have tightened what counts as an acceptable bag, influencing US-bound passengers and prompting airlines like American Airlines to update their guidelines.

Beliefs And Non-Beliefs, Miffs

- The rules for carrying personal items on planes have evolved over time. Initially, there was no significant distinction between the types of items you could carry, whether it was a rucksack, bag, or suitcase. “However, as air travel became more popular and security measures tightened, some airlines began to implement more specific regulations and trip advisors and themselves fail to make this clear when selling their products or services.”
- **The space provided above your head**, known as the overhead bin, is typically used for larger carry-on items such as suitcases, duffel bags, and larger backpacks. Airlines have specific size and weight limits for these items, so it is important to check with your airline and trip advisors for the guidelines.

Key Milestones in Carry-On Rules

- **Early Days of Commercial Aviation:** In the early days, there were fewer restrictions on carry-on items. Passengers had more flexibility with the types of luggage they could bring on board. There were fewer restrictions on size and weight.
- **Post-9/11 Security Measures (2001):** After the **September 11, 2001**, attacks, security measures were significantly increased. This led to stricter regulations on carry-on items, including size, weight, and the types of items allowed.

- **Introduction of Liquid Restrictions (2006):** In response to a foiled terrorist plot involving liquid explosives, the Transportation Security Administration (TSA) introduced the 3-1-1 rule, limiting liquids in carry-on bags to containers of 3.4 ounces (100 millilitres) or less, all fitting in a single quart-sized bag.
- **Enhanced Security Screening (2010s):** With advancements in technology, enhanced security screening procedures were implemented, including the use of advanced imaging technology (AIT) scanners at airports.
- **Recent Changes (2020s):** Airlines have continued to update their carry-on policies, often influenced by regulatory changes and operational needs. For example, American Airlines and other carriers have been rumoured to be tightening carry-on rules in 2025, aligning more closely with stricter international standards.
- **Modern Regulations: “Today,”** most airlines have specific guidelines for **“Carry-On Luggage”** and **“Personal Items.”** These rules vary by airline but generally include **“Size and Weight Limits,”** as standard regulations. **Personal items are typically defined as “Items That Can Fit Under the Seat in Front of You, Such as A Purse, Laptop Bag, Or Small Backpack.”**
- There have been other instances where both **“Sunexpress”** and **“EasyJet”** have faced complaints and legal actions related to their baggage policies and advertising practices.
- **For Sunexpress,** there have been reports of passengers experiencing issues with damaged or delayed baggage, as well as complaints about the clarity of their **“Baggage Policies.”**
- **“EasyJet”** has also faced similar issues. There have been complaints about their **“Baggage Policies,”** particularly regarding the **“Size and Weight Limits for Carry-On and Checked Baggage.”** Some passengers have claimed that the information provided was **“Misleading, Leading to Unexpected Charges at The Airport.”**

Facts, Dated 29/01/2025:

- The **“Sunexpress”** website defines carry-on luggage as a single piece of hand baggage with a maximum weight of 8 kg and dimensions not exceeding **55 x 40 x 23 cm.** It does not specify that **“Carry-On Luggage”** must be a **“Rucksack.”** Instead, **“it provides general guidelines for the size and weight of the carry-on item, which can be any type of bag that fits within these limits.”**

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16+ [“EasyJet”](#)

16+	16. <u>“EasyJet”</u> 1) <u>EasyJet Customer Weblinks</u> - Here are three EasyJet weblinks related to travel baggage, sourced from the EasyJet website for the United Kingdom: https://www.easyjet.com/en. 1+ <u>Cabin Bags - “EasyJet.”</u> https://www.EasyJet.com/en/help/baggage/cabin-bags - This page explains “EasyJet's” cabin bag policy, including size and weight limits, and the option to book a large cabin bag for your flight. - This page outlines the free baggage allowance for a small under-seat cabin bag (45 x 36 x 20 cm, up to 15kg). It specifies that the bag must fit under the seat and be manageable by the passenger. - Optional features, such as a large cabin bag (56 x 45 x 25 cm), can be purchased for additional perks like Speedy Boarding. 2+ <u>Hold Luggage - “EasyJet.”</u> https://www.EasyJet.com/en/help/baggage/hold-luggage - This page provides information on “EasyJet's” hold luggage policy, including allowances for different bag sizes and fees for excess baggage. - It explains the policies for checked luggage, including multiple weight options (15kg, 23kg, and Size) and the associated fees. - Contradictions arise when cross-referenced with the Cabin Bags page, suggesting manipulative practices by showcasing the 15kg allowance as paid hold luggage rather than a free cabin option. 3+ <u>Fees and Charges - “EasyJet.”</u> https://www.EasyJet.com/en/terms-and-conditions/fees - This page details “EasyJet's” fees and charges, including those related to baggage, seat selection, and other services. - It covers all costs related to booking and includes what is in the price you see when searching for flights. There is a seating advertisement selection, and baggage section, followed by Changes and Cancellations. However, the seating and baggage sections are under scrutiny as these fees are not always prominently referenced on other pages, contributing to confusion for travelers. 2) <u>Extract from “EasyJet.” weblink above:</u>
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	• This screenshot is <u>“EasyJet’s”</u> webpage. I will systematically address the relevant sections of the page, starting with the main content and then exploring the submenus located in the top right corner. • <u>Exhibit:</u> 26
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- Text Extract from “EasyJet” Screenshot above: Exhibited as 26!
- Exhibit: 27 “Text Extract”
- The text in the webpage states the following: --

Cabin Bags

[Hold luggage >](#)

- 1+ “Everyone can bring one small under seat cabin bag per person on board for free.”
- 2+ It can be a “Maximum Size Of 45 X 36 X 20 Cm” “Including Any Handles and Wheels” and must be kept “Under the Seat in Front of You.” That should be enough to bring all the essentials for your journey or for a short trip. Your “Bag Can Weigh Up To 15kg,” but we do ask that you are able to “Lift and Carry It Yourself.”
- 3+ If you would also like to bring a “Large Cabin Bag on Board Max. 56 X 45 X 25 Cm, Including Any Handles and Wheels,” you have the option to book a large cabin bag for your flight. Every customer who books a large cabin bag can also enjoy the “Benefit of Speedy Boarding.”

2.1. Summary of EasyJet's Cabin Bag Policy

Cabin Bags

- Now, let’s review the Cabin Bags policy in greater detail.
- a. Free Small Under-Seat Cabin Bag
 - Allowance: Each passenger can bring one small under-seat cabin bag onboard for free.
 - Size Limit: Maximum dimensions of 45 x 36 x 20 cm (including handles and wheels).
 - Location: The bag must fit under the seat in front of the passenger.
 - Weight Limit: The bag can weigh up to 15kg.
 - Requirement: Passengers must be able to lift and carry the bag themselves.

Inconsistencies in Free Allowance Representation

Cabin Bags Section

- a. The Cabin Bags page explicitly states that a small under-seat bag weighing up to 15kg is free for Everyone.
 - 1+ But with the word **“Bag”** being used this does not define that the apparatus used to carry your belongings must be a bag, this is proven by checking the paid for sections that image a suitcase as they use the same

wording such as “**Bag.**” The Cabin Bags page explicitly demonstrates an image of a ruck sack but displays no formal text stating that a suitcase is not allowed to be used. The page states: “Includes items like a small trolley case, handbag, rucksack and laptop bag and Needs to fit under the seat in front of you!”

b. The Cabin Bags page clearly highlights

1+ “Maximum Size Of 45 X 36 X 20 Cm”

2+ “Including Any Handles and Wheels”

3+ “Under the Seat in Front of You.”

4+ “Bag Can Weigh Up To 15kg.”

5+ “Lift and Carry It Yourself.”

c. This option to book a large cabin bag for your flight

1+ Booking Option: Passengers may book a large cabin bag for their flight.

2+ Size Limit: Maximum dimensions of 56 x 45 x 25 cm (including handles and wheels).

3+ Benefit: Customers who book a large cabin bag are granted Speedy Boarding privileges.

d. However, the Hold Luggage page displays a 15kg with an image of a **suitcase under the paid for options, misleading customers into unnecessary purchases.**

Hold Luggage Section

- The “**Hold Luggage page**” portrays options for checked-in luggage in a tiered system, starting with a 15kg suitcase as a “**Paid Item.**”
- Despite mirroring the same “**15kg Weight Allowance**” mentioned on the Free “**Cabin Bags Page,**” this section falsely implies that **small suitcases require payment**, contradicting the earlier presentation that personal items (such as rucksacks) qualify as free.

Manipulative Selling Tactics

a. Visual Contradictions:

- The Cabin Bags page section misleads the 15kg free allowance with a **rucksack**, when it can also be a suitcase, whereas the Hold Luggage section associates a **paid option** by showcasing a 15kg suitcase.
- This discrepancy creates the illusion that free allowances only apply to specific bag types (rucksacks) rather than general allowances (including suitcases).

a. Encouragement of Unnecessary Payments:

- The Hold Luggage section’s presentation manipulates users into **purchasing additional baggage allowances unnecessarily.**

- Customers who prefer suitcases over rucksacks are led to believe they must pay for their small suitcase—even when it falls within the free 15kg limit.

Impact on User Understanding and Booking Decisions:

a. Confusion for Travelers

- The inconsistency between the Cabin Bags and Hold Luggage pages creates confusion about what qualifies as **free luggage** versus paid hold luggage.
- As a result, travelers risk overpaying for services they could have accessed for free or incurring unexpected charges at the airport.

b. Reduced Transparency:

- The conflicting text and visuals erode EasyJet’s transparency, causing frustration and distrust among customers during the booking process.

Recommendations for Improved Clarity:

a. Unified Messaging:

- It is to ensure consistent communication, clearly stating that the **15kg allowance applies to both rucksacks and small suitcases**, regardless of whether they are carried onboard or checked into the hold.

b. Consistent Visuals and Text:

- It is to use **aligned visuals and text** in the Cabin Bags and Hold Luggage sections to accurately represent the 15kg free allowance. Include both rucksacks and small suitcases in the imagery for clarity.

c. Transparent Explanations:

- Provide unambiguous descriptions of luggage policies, ensuring customers fully understand their options without being misled by **tiered imagery** or implications of added costs.

The Video Link Contradiction

- An extracted EasyJet video (That Didn’t Work in EasyJet’s Website but I Got It Too Anyways:) offers clear evidence of policy inconsistencies:

- **Extract Exhibit A1:**

- [horrific-corruption-files.webhop.me/PNC66/1. PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02. Trip Com And Airlines-Claim-PartSent/00. Cabin-Bags-Explained-EasyJet-27-02-25/](https://horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.TripComAndAirlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/)

a. Exhibit Observations

- **Misrepresentation in Video Content:** The video explicitly states that a **“15kg Allowance Applies To Under-Seat Carry-On Cabin Bags,”** featuring an **“Image Of A Rucksack.”** However, it fails to clarify that this allowance also applies to **“Small Suitcases”** meeting the same size and weight limits. This omission perpetuates the misleading impression that only rucksacks are eligible for free carriage, when suitcases equally qualify.
- **Manipulative Overhead Cabin Bag Representation:** The video further mentions that a **“15kg Allowance Applies To Overhead Cabin Bags,”** featuring an **“Image Of A Suitcase.”** While this is correct in isolation, the depiction intentionally shifts the narrative to suggest that suitcases within this allowance must always be paid for as part of hold luggage. This tactic is exploitative, taking advantage of customers’ assumptions to generate unnecessary revenue, despite regulations mandating consistency in size and weight policies rather than bag types.
- **Consistency Issues Across EasyJet’s Pages:** The **Hold Luggage** and **Cabin Bag** pages mirror these discrepancies, reinforcing the misleading narrative. Both pages suggest that suitcases, even those complying with 15kg weight restrictions, are a paid option, contrary to the free allowance for rucksacks. This coordinated misrepresentation misleads customers into believing they must pay extra for suitcases, despite their compliance with the regulated size and weight criteria.

b. **Claim Reinforcement**

- **Exhibit: 26 and Exhibit: 28** demonstrate the conflicting portrayal of luggage policies, as Trip.com and EasyJet fail to align their messaging, resulting in misinformation and unnecessary charges.

Manipulative Baggage Policies and the Erosion of Regulatory Standards

- Airlines like EasyJet are leveraging the ability to set their own standards for baggage policies, creating inconsistencies that mislead customers and inflate revenue. By presenting a 15kg allowance that allows the use of any Suitable carrying apparatus to be manipulated by an image is unmoral in principles, as it is surly unreasonable and unfairly obtained. Deception is of a kind that misleads a person into making decisions based on distorted or incomplete information by wrongful self-gain. When applied to EasyJet's baggage policies, this kind of deception involves presenting contradictory or inconsistent details that exploit consumer assumptions. By portraying a free 15kg allowance for rucksacks, when in fact it is free for the most desired of carrying apparatus which is suitcases. EasyJet creates a misleading narrative, with its imagery and knowledge of procedures. This not only manipulates customer choices but leads to financial losses and

frustration, as individuals are coerced into paying for services they might otherwise have accessed for free under clear and fair communication. Such practices highlight the need for strengthened regulatory enforcement to ensure transparency and equity in consumer dealings. EasyJet is exploiting consumer assumptions and preferences.

- This approach, while within the airline's wrongful discretion, represents a troubling shift away from past regulatory oversight.

Historical Context and Erosion of Regulation

- In the past, global standards promoted uniformity in airline policies, ensuring fairness and clarity for passengers. Organizations like the **"International Air Transport Association (IATA)"** provided guidelines for baggage size, weight, and transparency, discouraging airlines from engaging in such misleading practices. National and regional consumer protection laws, such as the **"Unfair Commercial Practices Directive"** in the EU and the **"Consumer Rights Act 2015"** in the UK, further strengthened these standards by mandating clear and non-deceptive communication of services.
- However, in recent years, regulatory enforcement has waned in certain areas, allowing airlines greater latitude to create policies that prioritise profit over fairness. This has led to instances where some airlines exploit loopholes, presenting inconsistent rules that confuse passengers, like treating the legal **"weight allowance's"** regulated by regulating bag type's such as: (rucksack vs. suitcase). This undermines the principle of **"One Rule For All,"** leading to fragmented practices where consumers bear the brunt of confusion and additional costs.

Regulations That Address Such Practices

- While enforcement may have relaxed, key regulations still exist to curtail these manipulative practices:
 - a. **Consumer Rights Act 2015 (UK)**
 - Mandates that terms and conditions for services must be fair, transparent, and free of ambiguity. Airlines are required to provide clear communication of baggage allowances, ensuring customers understand their entitlements without being misled.
 - b. **Unfair Commercial Practices Directive (EU)**
 - Prohibits businesses from misleading consumers through actions or omissions likely to distort their decision-making. Presenting a free 15kg allowance for rucksacks while depicting the same allowance as paid for suitcases could be viewed as an unfair commercial practice under this directive.

c. **IATA Guidelines (Global)**

- While not legally binding, IATA’s baggage standards aim to promote consistency and transparency in airline operations. These include clear definitions of baggage types, size restrictions, and weight allowances, leaving no room for arbitrary distinctions based on bag type.

d. **Small Print Clarity**

- Airlines must ensure that any qualifications or exceptions to their policies are outlined explicitly in the terms and conditions. For example:
- If a 15kg suitcase requires payment but a rucksack does not, this distinction must be prominently highlighted with justifications provided.

Why This Matters

- Allowing inconsistencies to persist undermines consumer confidence and creates inequity in the travel experience. When similar rules are applied differently for suitcases and rucksacks, despite identical size and weight criteria, it erodes trust and shifts unnecessary costs onto passengers. Regulatory authorities, such as the UK Civil Aviation Authority (CAA), must intervene to ensure airlines like EasyJet adhere to transparency standards and stop exploiting loopholes.
- Returning to a model of stronger oversight and uniform standards would uphold fairness, ensuring all passengers are treated equally and enabling them to make informed decisions without fear of hidden fees or misleading policies.

a. **Extract from “EasyJet”:** Exhibit 26, above!

b. **Exhibit:** 28

Easy Jet Large Cabin Bag.

<https://www.easyjet.com/en/help/baggage/cabin-bags>



One small cabin bag

- Maximum size 45 x 36 x 20cm (including any handles or wheels)
- Includes items like a small trolley case, handbag, rucksack, and laptop bag, but please check dimensions.
- Needs to fit under the seat in front of you.
- “Maximum weight 15kg.” You need to be able to lift and carry the bag yourself.



Customers who have paid to add

- a large cabin bag to their booking or have EasyJet Plus membership and have booked a large cabin bag can also bring them on board:

One large cabin bag

- Maximum size 56 x 45 x 25 cm (including any handles or wheels)
- Includes items like a trolley case and larger rucksack, but please check dimensions.
- “Needs to fit in an overhead locker.”
- “Maximum weight 15kg.” You need to be able to lift and carry the bag yourself.

Cabin bag allowances:

Includes Speedy Boarding (be one of the first to board)

Customers with easyJet Plus membership who have not added a large cabin bag, or who are travelling on a FLEXI fare can also bring a large cabin bag on board, subject to available space. If there is no space available, we will place the bag in the hold.

Most of the text contained in the table above has been addressed in the website analysis above but we have still included this clear screenshot so it can be reviewed by yourselves and due to it demonstrating the images used to deceive customers.

- a. The policy above is misleading advertising
- b. The images must not be different from one to the other or this must be explained.
- c. The word bag being used for both options.

- **Extract from “EasyJet”:** Exhibit 18, above!
- **Exhibit:** 29

Your cabin bag allowance - All customers

Seat/bag booked	Small under seat cabin bag	Large cabin bag
		
No seat selection	✓	✗
Standard seat	✓	✗
Up Front or Extra Legroom seat	✓	✗
<u>Large cabin bag added to your booking</u>	✓	✓
Flexi	✓	✓
easyJet Plus	✓	✓

Table Observations and Issues

Clear Representation of Inclusions and Conditions:

a. Confusing Representation of Baggage Options

- The table provided and titled "**Your Cabin Bag Allowance - All Customers**" on EasyJet's Cabin Bag webpage, seems to indicate what passengers are entitled to bring based on their fare and what is included in the fare i.e. seat selections, Up Front or Extra Legroom seat selection, "**Large Cabin Bag Added To Your Booking!**" and additional bookings as the title seems to state and table is set out and with the two "**Images Of A Ruck Sack And Suitcase As Main Menus.**"

- The table uses **“Ticks And Crosses”** to demonstrate which baggage options or seat types align with each fare or booking arrangement. However, this leads to significant ambiguity.

b. **The six options you get with your fee are as follows:**

- 1+ No Seat Selection
- 2+ Standard Seat
- 3+ Up Front Or Extra Legroom Seat
- 4+ Large Cabin Bag Added To Your Booking
- 5+ Flexi
- 6+ EasyJet Plus

c. **Small Cabin Bag:**

- The **“Small Under-Seat Cabin Bag”** section is demonstrated with “EasyJet’s, image of a ruck sack” that is used in other tables and is **“Stated To Be Free To Carry For Everyone!”**
- In every row below the rucksack image, the table displays **“Ticks,”** indicating that this allowance is universally included and available at no additional cost, showing each section as included for all passengers for each option.
- However, by visually emphasizing the rucksack, the table creates the impression that **“Only Rucksacks Are Eligible”** for this allowance, even though small suitcases that meet the size (45 x 36 x 20 cm) and weight (15kg) criteria would also be allowed. This omission may mislead passengers.

d. **Large Cabin Bag:**

- The **“Large Cabin Bag”** is visually represented by an **“Image Of A Suitcase.”** The row corresponding to this bag displays **“Crosses For The First Three Options”** (No Seat Selection, Standard Seat, and Up Front or Extra Legroom Seat), followed by **“Ticks For The Remaining Three Options”** (Large Cabin Bag Added to Your Booking, Flexi Fare, and easyJet Plus Membership).
- This implies that the **“Large Cabin Bag”** is not included for passengers by default. It is only available if explicitly purchased or included as part of **“Flexi Fares Or EasyJet Plus Membership.”**
- The visual separation between the suitcase and the rucksack reinforces the perception that a **“Suitcase Always Requires Payment,”** even though a small suitcase meeting the Small Under-Seat Cabin Bag criteria should qualify as free.

Inconsistent Messaging About Seat and Baggage Allowance:

Up Front or Extra Legroom Seat Confusion

- For the **Small Cabin Bag**, the tick for: **“Up Front or Extra Legroom Seat”** rows attributes that passengers are **always entitled** to bring this bag

for free, regardless of their seat choice and also receive **“Up Front or Extra Legroom Seat!”**

- For the **Large Cabin Bag**, the cross under these rows indicates that passengers sitting in premium seats **cannot bring a large cabin bag unless they pre-pay for it or it’s part of their fare type or membership** or include (Up Front or Extra Legroom) as an additionally paid for option.
- This setup creates a conflicting narrative, as one might expect premium seat options to include more benefits, not fewer.

Large Cabin Bag Added to Your Booking:

- For the **“Small Cabin Bag,”** the tick across all rows, including **“Large Cabin Bag Added to Your Booking,”** reinforces that this allowance is free and universal for all passengers.
- For the **“Large Cabin Bag,”** the cross under the Suitcase row in the **“Large Cabin Bag Added to Your Booking”** column implies that this baggage type is excluded, even though passengers may add this bag by paying extra or using eligible membership benefits.

Unclear Distinction Between Free and Paid Options

- Although the table does not explicitly state the word **“free,”** it implies this distinction through the contrast of the **“EasyJet Image Of Their Rucksack”** in the **“Small Cabin Bag”** row their **“Imaged Suitcase”** in the **“Large Cabin Bag”** row.

Conclusion

- a. The table fails to deliver the clarity necessary to ensure transparency for passengers. By juxtaposing rucksacks and suitcases in a way that suggests inherent differences in eligibility, despite identical size and weight criteria.
- b. EasyJet’s table design risks misleading customers. Clear labels and consistent messaging would prevent unnecessary confusion and ensure passengers fully understand their baggage entitlements.

- **Extract from “EasyJet”:** Exhibit: 26, above!
- **Exhibit:** 30

If you choose not to select a seat when you book, our system will automatically allocate your seat when you check in and will aim to seat you next to others on your booking. Please be aware that if you are auto allocated an Up Front or Extra Legroom seat, your cabin bag allowance will be one small under seat cabin bag.

Check your cabin bag size.

“We Check Cabin Bag Sizes Before You Board.” If your cabin bag is bigger than the maximum size allowed or if you bring a large cabin bag to

the departure gate without the correct seat selection or without one pre-booked for your flight, it will not be able to go in the cabin. We will have to check it into the aircraft hold and charges will apply.

So, it is important to check your cabin bag allowance before you travel to avoid any unexpected charges. See the bags table on our “**Fees and Charges**” page for full details.

“If you’re unsure whether your cabin bag fits within our maximum dimensions, you can use our handy bag sizing tool on our app (IOS only).” Simply open the app and click on your trip itinerary to find the bag sizing tool. You can then use your mobile phone camera to size your cabin bag. If it fits inside the maximum cabin bag dimensions for the bag type you have selected, you are good to go. However, the bag sizing tool should only be used as a guide, the best way to know if your bag will fit is by measuring it with a tape measure (The Old School Way) before travel.

If it does not fit, do not worry! You can always change your seat or hold luggage quickly and easily through our app or within Manage Bookings.

[How you can bring a large cabin bag on board](#)

[EasyJet Plus Members and FLEXI Fare Customers](#)

[Cabin bag allowances for children and infants](#)

[Hands Free](#)

[Smart luggage](#)

[Handheld belongings](#)

Combined Analysis Of Text In Policies!

Statements from the Website:

- a. "We Check Cabin Bag Sizes Before You Board."
- b. "However, the bag sizing tool should only be used as a guide, the best way to know if your bag will fit is by measuring it with a tape measure (The Old School Way) before travel. If it doesn't fit, don't worry! You can always change your seat or hold luggage quickly and easily through our app or within Manage Bookings."
- a. **Issue Identified:** These statements contradict one another and create confusion for customers. Individually and collectively, they fail to offer clear, actionable, and consistent guidance on baggage policies, resulting in misleading expectations.
- b. **Unrealistic Customer Solutions:** The phrase "You can always change your seat or hold luggage quickly and easily through our app or within Manage Bookings" is overly optimistic and does not account for real-time airport

scenarios where app access may be unavailable, or changes may be too late to process.

Detailed Examination of the Errors

a. "We Check Cabin Bag Sizes Before You Board."

- **Reality:** As evidenced, this sets a policy for what is monitored and what is not monitored and regulated to do with cabin bags, free and paid for, it includes one restriction to be mindful of or there might be issue and that is size. This rightfully goes against the image of the ruck sack and what EasyJet use it for to betray and that being that all suitcase must be paid for as regulated when it is not standard procedure.
- **Misleading Assurance:** This statement also falsely reassures passengers that compliance checks are systematically managed before boarding, neglecting to explain that additional charges or restrictions may still apply if bags are deemed non-compliant and creates disparities in enforcement, leaving some passengers unfairly penalised.

b. However, The Bag Sizing Tool Should Only Be Used As A Guide!

- **Conflicting Advice:** This statement acknowledges the limitations of the bag sizing tool but shifts responsibility onto passengers, requiring them to measure their bags manually. This contradicts the assurance given in the previous statement that bags will be checked before boarding, causing confusion about which process to trust.
- **Downplays Accuracy:** The term **"Guide"** undermines the reliability of the airline's own tools, suggesting they are insufficient for ensuring compliance, yet does not provide an alternative accurate method passengers can rely on.
- **Inaccessible Solutions:** The suggestion to **"Change Your Seat Or Hold Luggage Quickly And Easily Through Our App Or Manage Bookings,"** does not account for real-time scenarios like those I faced, where app access or immediate resolution at the airport was unavailable. This creates an unrealistic expectation of seamless problem resolution.

How It Misled You in Practice

- a. **Unclear Expectations:** The contradictory guidance adds unwanted additional weight onto customers as to making them feel not sure as towards whether their cabin bag was compliant or whether additional charges could be incurred. This lack of clarity contributed to the unexpected fees I faced at Gatwick and Antalya, also!
- b. **Unrealistic Solutions:** The suggestion to **"Quickly And Easily"** adjust bookings via the app was impractical when dealing with last-minute, on-the-ground issues at the airport. This undermines their assurance of customer convenience.

- c. **Lack of Transparency:** The communication from EasyJet fails to provide clear and complete disclosure of potential outcomes for both compliance and non-compliance with baggage policies. Passengers are left unaware of the risks, such as additional fees or complications at check-in, even when adhering to stated rules. Furthermore, no contingency plans or guidance are offered in the event of an error caused by the system, leaving travelers unprepared to address such scenarios effectively.

Supporting Evidence from Your Case

- a. Inconsistent staff responses at Gatwick created confusion and led to repeated additional charges.
- b. Despite having receipts and pre-booked allowances, you were required to pay extra fees, as the system did not reflect your prior payments.
- c. The failure to provide transparent and practical guidance left you reliant on subjective and inconsistent airport staff decisions.

Suggested Correction to the Statements

- To prevent misleading passengers and fostering similar disputes, the website should revise these statements for clarity and consistency. A more accurate version might be:
 - a. *"While the bag sizing tool provides general guidance, passengers should check their airline's baggage dimensions and weight policies using official tools or customer support. All bags may be subject to additional charges if they do not comply with these policies at the airport. Passengers are encouraged to confirm bookings or make changes through the app or Manage Bookings before travel, as last-minute adjustments at the airport may not be guaranteed."*
- **Extract from "EasyJet":** Exhibit 26
- **From weblink:** <https://www.easyjet.com/en/help-centre/policy-terms-and-conditions/fees-charges>
- **Exhibit:** 31

Our low fares include one small cabin bag free of charge. Your bag can weigh up to 15kg, but we do ask that you are able to lift and carry it yourself. Fees vary depending on the route selected, flight and time of booking.

[More information on our baggage policy >](#)

Online

Airport

				One bag of max size 45 x 36 x 20 cm which needs to fit in our baggage gauge and under the seat in front of you. Find out more here. Bags larger than this or any additional bags will be placed in the hold and incur the airport bag fee below.
	Small cabin bag (max. 45 x 36 x 20 cm)	FREE	FREE	
	Large cabin bag (max. 56 x 45 x 25 cm)	From £5.99	-	One bag of max size 56 x 45 x 25 cm, which needs to fit in our baggage gauge and an overhead locker. Find out more here. Bags larger than this will be placed in the hold and incur the airport bag fee below.
	Hold luggage - up to 15kg minimum charges per item, per flight	From £6.99	-	One bag weighing up to 15kg. Available to purchase online only. Fee varies depending on the route selected, flight and time of booking.
	Hold luggage - up to 23kg minimum charges per item, per flight	From £9.49	£40 - at bag drop desk	One bag weighing up to 23kg. Fee varies depending on the route selected, flight and time of booking.
	<u>Airport bag fee</u> <u>Oversized small cabin bag</u> (over 45 x 36 x 20 cm and up to 56 x 45 x 25 cm)/ <u>Oversized large cabin bag</u> (over 56 x 45 x 25 cm) and any non-purchased bags brought to the gate	-	£48	Fee for any non-purchased bag (per item) brought to the departure gate that is over a customer's small cabin bag allowance which is a maximum size of 45 x 36 x 20 cm or any bags outside of standard entitlements. The bag will be placed in the hold.'

Additional weight for pre-booked hold luggage up to a maximum of 32kg per item, per flight	Up to £15 per 3kg	-	Additional weight can only be purchased online in increments of 3kgs, either at <u>initial booking or post-booking.</u> For 15kg hold bag you can add weight up to 27kg post booking.
Excess weight fee per kilo, per item, per flight	-	£12	This fee is applied for hold items weighing more than the pre-booked weight. The maximum weight per-hold item we can accept is 32kg.
Small sports equipment per item, per flight	£42	£47	Items up to a maximum of 20kg. See definition of small sports equipment >
Large sports equipment per-item, per flight	£50	£55	Items up to a maximum of 32kg. See definition of large sports equipment >

Combined Analysis of Errors

1) Our Findings from EasyJet's Website:

"EasyJet"

- Contradicting text "Syntax" "Public Awareness Policies" "In house Policies"
- Contradicting pricing
- Contradicting images
- Contradicting webpages
- Not being regulated within standards by authority.

2) Website Text:

- "Our low fares include one small cabin bag free of charge. Your bag can weigh up to 15kg, but we do ask that you're able to lift and carry it yourself. Fees vary depending on the route selected, flight and time of booking."

3) Website Text Return:

- The detailed baggage table, which includes categories such as **"Small Cabin Bag,"** & **"Large Cabin Bag,"** as well as **"Hold Luggage,"** and their associated fees, has already been addressed above!

Detailed Examination of the Errors

1) Small Cabin Bag Allowance:

- **About this Statement:** *"Our Low Fares Include One Small Cabin Bag Free Of Charge."* and its accompanying text have already been addressed in this document.
- **About this Statement:** *"Bags larger than this or any additional bags will be placed in the hold and incur the airport bag fee below."*
 - a. This statement implies that all passengers can bring one small cabin bag (**Within 45 X 36 X 20 Cm**) at no extra cost. However, the table later specifies that this bag must fit under the seat in front of you and meet strict size requirements.
 - b. **Ambiguity in Enforcement:** Although the bag is said to be free, the enforcement process (such as use of baggage gauges and size checks) is not and does not clearly get explained, leading to potential unexpected fees if a bag is slightly oversized.

2) Large Cabin Bag Pricing: "Confusion"

- The table mentions that a **large cabin bag (56 X 45 X 25 Cm)** can be added for prices starting at **£5.99**, but no specific details are provided about how these fees vary by route, flight, or time of booking.
- **Misleading Expectations:** Passengers may assume **£5.99** applies universally, only to face higher costs at checkout or discover that the option is unavailable for their flight.

3) Hold Luggage: "Contradictory Details!"

- While the table specifies minimum charges for hold luggage **E.G. "£6.99 For 15kg, £9.49 For 23kg,"** the fees listed for additional services **E.G. "Excess Weight Fees"** are not clearly linked to the other additional specific booking stages, **I.E.**
 - a. Hold luggage - up to 23kg.
 - b. Airport bag fee: "Oversized small cabin bag" and Airport bag fee: "Oversized large cabin bag!"
 - c. Additional weight for pre-booked hold luggage up to a maximum of 32kg.
 - d. Excess weight fee per kilo, per item, per flight.
 - leaving passengers unclear about total potential costs.

4) Airport Bag Fee: "Oversized Small Cabin Bag" And Airport Bag Fee: "Oversized Large Cabin Bag: "Lack of Transparency on Additional Fees!"

- About this statement *"Fee for any non-purchased bag (per item) brought to the departure gate that is over a customer's small cabin bag allowance which is a maximum size of 45 x 36 x 20 cm or any bags outside of standard entitlements. The bag will be placed in the hold."*

- The statement is vague and does not provide passengers with a clear or predictable cost structure.
- For example, the **£48 fee** for oversized cabin bags at the departure gate could catch passengers off guard if they are unaware of this, if strict size checks or their bag does not meet the exact dimensions.

5) **Additional Weight for Pre-Booked Hold Luggage: “Up to A Maximum Of 32kg”**

- **Initial Booking And Post-Booking**

a. **Initial Booking:**

- Refers to the process of finalizing travel arrangements at the outset. This includes the selection of flights, seat assignments, baggage allowances, and other additional services directly confirmed during purchase.
- All details, such as baggage limitations and associated costs, should be transparent and visible at this stage to prevent misunderstandings or post-purchase discrepancies.

b. **Post-Booking:**

- Involves changes or enhancements made after completing the initial booking but before travel commences. These adjustments include adding baggage allowances, upgrading seat preferences, modifying itineraries, or any other amendments processed via the airline or booking platform.
- This phase typically involves supplementary charges, which should be clearly outlined to avoid customer confusion. The lack of precise communication during this stage can lead to unintentional missteps, resulting in higher costs for travelers.
- It's important to note that additional baggage weight is restricted to online purchases only, offered in increments of 3kg at a cost of £15 per 3kg. This structure may disadvantage customers, as opting for excess weight at the airport is often less expensive (£12 per kilo), inadvertently encouraging misuse of the system.

c. **Arrival at the Airport – Excess Weight Fees**

- Outlined below are the relevant charges applied at the airport:
 - 1+ **Hold Luggage – Up to 23kg**: Minimum charge per item, per flight, starting from £9.49.
 - 2+ **Oversized Small Cabin Bag (45 x 36 x 20 cm to 56 x 45 x 25 cm)**: £48.
 - 3+ **Oversized Large Cabin Bag (over 56 x 45 x 25 cm)**: £48.
 - 4+ **Additional Weight for Pre-Booked Hold Luggage**: Up to a maximum of 32kg.
 - 1+ **Fees**: £15 per 3kg increment.

5+ **Excess Weight Fee Per Kilo**: £12 per item per flight.

d. **Analysis of Options and Pricing**

1+ Option 1: Small Cabin Bag

- Included for free, weighing up to 15kg, with strict size restrictions (45 x 36 x 20 cm).
- Bags exceeding size/weight limits will incur additional airport bag fees (up to £48).

2+ Option 2: Large Cabin Bag

- Advertised with starting fees “from £5.99.” However, the use of **“FROM”** is misleading, as there is an only a **Size Set** restriction meaning that this is a set fee for that size but yet the word from is used freely in the wrong way as if in to describe a starting price.
- Size limits are imposed, but no weight guidance is provided.

3+ Option 3: Hold Luggage – Up to 15kg

- Online fees begin at £6.99 and explains a starting fee for an additional 15 kg bag that can only be brought online.
- This means you would be allowed three bags as carryon items.
 - a) **Small Cabin Bag**: Free, weight/size restrictions apply.
 - b) **Large Cabin Bag**: Size restrictions, **“No Weight Limit,”** £5.99 minimum fee, if size is larger than **56 x 45 x 25 cm**, then an addition fee may be incurred.
 - c) **Additional Hold Luggage**: 15kg max for £6.99. this only has a weight restriction of 15kg and no size restrictions.
- These total to £5.99 + £6.99 = **£12.98p.**

4+ Option 4: Hold Luggage – Up to 23kg

- This defines public awareness for customers by EasyJet airline as a ruled policy by implementing a 23kg bag option, giving an impression of a **“Fourth Hold luggage Bag.”**
- Starting at £9.49 online or £40 when paid at the airport bag drop desk. **“No size restrictions apply.”**
- Significant price variance based on booking method and route.

5+ Option 5: Oversized Small/Large Cabin Bags

- If you fail to go to the airport bag, drop desk and pay **£40** for any additional bags you brought or that are overweight and

instead bring them to the departure gate you will be charged **£40** incurring a **£8** additional fee.

- Airport penalties are set at £48 per oversized bag for non-prepaid, additional, or non-compliant luggage brought to the departure gate.

6+ **Option 6: Additional Weight for Pre-Booked Hold Luggage**

- Weight can only be purchased in **3kg increments at £15 per increment**, up to a maximum of 32kg.
 - a. Additional Weight Can Only Be Purchased Online
 - b. Initial Booking or Post-Booking.
 - c. For 15kg “Hold Bag” You Can Add Weight Up “To 27kg” Post Booking.
 - 15 Kg Hold Bag: £5.99
 - 18 Kg Hold Bag: £5.99 + £15.00 = **£20.99.**
 - 21 Kg Hold Bag: £15.00 + £15.00 + £5.99 = **£35.99.**
 - 24 Kg Hold Bag: £15.00 + £15.00 + £15.00 + £5.99 = **£50.99.**
 - 27Kg Hold Bag: £15.00 + £15.00 + £15.00 + £15.00 + £5.99 = **£65.99.**
 - 30 kg: : £15.00 + £15.00 + £15.00 + £15.00 + £15.00 + £5.99 **£80.99.**
 - 33kg but must be 32kg: **This cannot be brought in segments other than 3kg.**
 - a) The first option has a weight restriction and is free. **“We can’t use this to do the base calculation.”**
 - b) The second option **has no weight** and just size restrictions at a cost of £5.99. **“So, We Will Use This As The Base Price”**
 - c) The third option has a weight restriction.
 - d) There is already a **23kg** option from **£9.49 online or** airport bag, drop desk pay £40 package that would incur an addition **£8** fee already and this is **option 4.**
- So, 1 kg less than 24kg works out to be more by:
 - a. Not booked at the airport fee: £ 9.49
 - b. Booked at the airport bag, drop desk fee: **£40.**
 - c. Purchased Online initial booking or post-booking: £50.99.

7+ **Option 7: Excess Weight Fee Per Kilo**

- £12 per kilo, potentially cheaper than the £15 per 3kg fee for online pre-booking.

- a) This is a **“Hold Item.”** And this option contradicts the prior 6 options!
- b) There is a set maximum weight of 32kg set.
- c) The set fee is of £12 per kilo.
- d) The **“Free Small Bag”** package and that of the **“Larger Bag”** package set the weight at 15kg.
- e) The price of £12 per kilo is lower than options 6 that must be Purchased Online at £15 per kilo and makes it seem as if it is cheaper to be over weighed at the airport unless you can find option 4, at **23kg** from **£9.49**.
- f) Making it impossible to distinguish the correct price to be charged fairly while initial booking or post-booking.
 - This inconsistency undermines pricing transparency and creates confusion.

8+ **Option 8: “Small Sports Equipment”**

9+ **Option 9: “Large sports equipment”**

6) **Pricing Discrepancies and Confusion**

- For a 1kg difference (**23kg vs. 24kg**):
 - a) **Online Pre-Booking Fee**: £50.99 for 24kg.
 - b) **Airport Fee**: £9.49 (**Starting**) or £40 (**Bag Drop Desk Fee**).
- Additional **1kg** weight charged at **£12** for airport excess fees creates a paradox, as higher weights booked online are more expensive despite being incentivised for convenience.

7) **How These Errors Misled Customers in Practice:**

- **Unclear Pricing Structure**: Despite pre-booking your baggage allowance, inconsistent pricing information resulted in unexpected charges at both Gatwick and Antalya airports.
- **Vague Enforcement Guidelines**: The lack of clarity on how bag sizes would be checked (**E.G., Strict Baggage Gauges**) led to confusion, forcing me to pay fees for bags that I believed complied with the policy.
- **Unrealistic Fixes**: The suggestion to **“Quickly And Easily”** make changes via the app was impractical in my situation, where immediate adjustments were needed at the airport, through Trip.Com or through EasyJet Customer Services at the Airport.

8) **Suggested Correction to the Statements:**

- To provide greater transparency and consistency, the webpage could be revised as follows:
 - a. **Clarify The Criteria For Free Small Cabin Bags**: *“One small cabin bag (max. 45 x 36 x 20 cm) is included for free in our low fares. Bags*

must fit under the seat in front of you and comply with our baggage gauge measurements."

- b. **Provide Detailed Pricing Tiers For Large Cabin Bags:** *"Large cabin bag fees start from £5.99 and vary by route, flight, and time of booking. Please confirm the exact cost during the booking process."* While providing an example to Customers would be a better way for transparency reasons!
- c. **Be Transparent About Additional Fees:** *"Oversized cabin bags and non-prepaid items brought to the departure gate will incur an airport fee of £48 per bag."*
- d. **Set Realistic Customer Expectations:** *"Changes to seat selection or hold luggage can be made via the app or Manage Bookings before departure. Once at the airport, additional fees may apply, and options to adjust your baggage may be limited."*

- **Smart Luggage**
- **Exhibit:** 32

Smart luggage

- **Smart luggage is a bag (suitcase, rucksack or similar)** that contains a lithium battery or power bank, which is used to power itself or to recharge other devices. There are restrictions on the type of lithium batteries allowed. Please check [here](#) for more information.
- If the smart luggage is to be checked in and put in the hold, you need to disconnect and remove the lithium battery/power bank from the smart luggage at Bag Drop and take it into the cabin with you. Any exposed terminals should be covered with tape to prevent against short circuits.
- For safety reasons, the lithium battery/power bank needs to be disconnected, so if you are unable to remove it from your luggage, we will not be able to accept the bag on board.

1) Smart Luggage

- The only time that text is used to describe the word **"Suitcase or Suitcase's"** is when the word **"Suitcase"** is used is if any customer inquiries through the EasyJet website, if they are concerned about a particular type of **"Suitcase Not Being Allowed."**
- The word **"Ruck Sake"** is included alongside the word suitcase being used and quotes the following: --
 - a) **"Smart luggage is a bag (suitcase, rucksack or similar)"**
- This is an admission by EasyJet where they are openly admitting that they are aware of the necessary wording to describe a small cabin bag

and what it can involve being, rather than make a ridiculous amount of money from manipulating them.

- The Smart Luggage section of text in the EasyJet website also states due to the restrictions on the type of lithium batteries allowed **“Restrictions on The Type of Lithium Batteries Allowed”** because of certain features like **“Lithium Batteries in Smart Luggage”** that do not align with their guidelines. The Smart luggage, section informs customers that require for lithium battery to be transported, for themselves to first book them as smart luggage and to manage before booking in at the airport for the **Lithium Batteries** to have removed so to be brought into the Airplanes cabin with you.
- The EasyJet website does not formally define the terms **“Rucksack”** or **“Rack Sack”** as regulated and monitored baggage categories under its policies but yet still deceives customers with its Ruck sack image. These terms lack clear criteria or guidance for compliance as part of EasyJet’s outlined baggage rules.
- Similarly, the EasyJet website does not define the terms **“Suitcase”** or **“Suitcases”** as regulated and monitored baggage categories that passengers must adhere to for items categorized as **“Small cabin bag or Large cabin bag.”** This creates ambiguity in EasyJet's descriptions regarding compliance with baggage regulations.

2) **Pay For One Small Cabin Bag Or Pay For One Large Cabin Bag.**

- EasyJet's website provides guidance on their cabin bag policy, which includes two categories of carry-on baggage:

a) **Small Cabin Bags** And

b) **Large Cabin Bags.**

- Here is how they describe and treat these categories:

1+ <https://www.easyjet.com/en/help/baggage/cabin-bags>

1+ **Small Cabin Bag:**

- **Maximum size:** 45 x 36 x 20 cm (including handles and wheels).
- Examples include a small trolley case, handbag, rucksack, or laptop bag.
- Must fit under the seat in front of you.
- **Weight limit:** 15 kg, and passengers must be able to lift and carry it themselves.

2+ **Large Cabin Bag:**

- **Maximum size:** 56 x 45 x 25 cm (including handles and wheels).
- Examples include a trolley case or larger rucksack.
- Must fit in the overhead locker.

- **Weight limit:** 15 kg, with the same lifting and carrying requirement.

- The EasyJet website also explicitly states that **“Both Categories Can Include Trolley Cases,”** provided they meet the respective size requirements. This leads to confusion, as the images used on the site visually differentiate the two categories, potentially giving the impression that trolley cases are exclusive to one category. However, the text clarifies that trolley cases are permissible for both small and large cabin bags, as long as they adhere to the specified dimensions.

- **“EasyJet” Carry-on Baggage Policy:**

1+ <https://www.EasyJet.com/en/help/baggage/cabin-bags>

1) **Issues with EasyJet's Luggage Terminology and Clarity**

1+ **Inconsistent Terminology:**

- **“EasyJet’s”** uses the term **“Large Cabin Bag”** 13 times instead of the more commonly recognized terms **“Carry-on Baggage”** or **“Personal Item.”** This inconsistency can cause confusion for travellers who are familiar with standard terminology used by other airlines and booking platforms like Trip.com.

2+ **Lack of Clear Definition:**

- Both the **“Small Cabin Bag”** and **“Large Cabin Bag”** are two of a kind but different in size and weight only. Both descriptions include items like trolley cases, which are essentially suitcases. However, the term **“Suitcase”** is never explicitly mentioned. This omission can lead to misunderstandings about what items are allowed without additional fees.

3+ **Unexpected Costs:**

- **“EasyJet’s”** policy states that passengers can bring **“one small cabin bag for free, with a maximum size of 45 x 36 x 20 cm (including handles and wheels).”** **“However, if passengers wish to bring a larger cabin bag, they must pay an additional fee.”** The larger cabin bag must not exceed **56 x 45 x 25 cm** (including handles and wheels) but do not mention about over stretching of bags or suitcases.

3) **Examples from “EasyJet's” Website**

1+ **One small cabin bag:**

- **Maximum size 45 x 36 x 20 cm (including any handles or wheels).**
- **Includes items like a small trolley case, handbag, rucksack, and laptop bag.**

- It Needs to fit under the seat in front of you.
- Maximum weight 15kg. You need to be able to lift and carry the bag yourself.

2+ **One large cabin bag:**

- Maximum size 56 x 45 x 25 cm (including any handles or wheels).
- Includes items like a trolley case and larger rucksack.
- Needs to fit in an overhead locker.
- Maximum weight 15kg. You need to be able to lift and carry the bag yourself.
- Includes Speedy Boarding (be one of the first to board).

- Both "**Small Cabin Bag**" and "**large cabin bag**" describe items that include a trolley case "**Essentially A Suitcase.**" yet the term "**Suitcase**" is never explicitly mentioned. The only difference between the two is the size and the optional inclusion of a "**Larger Rucksack.**" Here are snippets to illustrate this:

1+ **Snippet 1:**

- One small cabin bag Maximum size 45 x 36 x 20cm (including any handles or wheels) Includes items like a small trolley case, handbag, rucksack, and laptop bag.

2+ **Snippet 2:**

- One large cabin bag Maximum size 56 x 45 x 25 cm (including any handles or wheels) Includes items like a trolley case and larger rucksack, but please check dimensions.

4) **Potential Consequences**

1+ **Confusion and Misinterpretation:**

- Passengers may be confused about what qualifies as a "**Small Cabin Bag**" versus a "**Large Cabin Bag.**" leading to misunderstandings and potential additional charges at the airport.

3+ **Additional Costs:**

- "**EasyJet's policy**" of charging extras for a "**Large Cabin Bag**" that fits the dimensions of what other airlines consider a standard carry-on bag can result in unexpected fees. This practice can be perceived as misleading and unfair.

4+ **Lack of Transparency:**

- The absence of the term "**Suitcase**" and the reliance on terms like "**Large Cabin Bag**" can lead to a lack of clarity, causing

passengers to be unsure about what items they are allowed to bring without incurring extra costs.

5) Recommendations for Regulatory Authority

1+ Standardize Terminology:

- “EasyJet” should adopt the standard terms “Personal Item,” “Carry-On Baggage,” and “Checked Baggage” to align with industry norms and reduce confusion for passengers.

2+ Clarify Definitions:

- Clearly define the size and weight limits for both “Personal Item” and “Carry-On Baggage” on their website and during the booking process, ensuring they match the terminology used by most airlines and booking platforms.

3+ Update Booking Platforms:

- Ensure that all booking platforms, including third-party agents like “Trip.com,” use the standardized terms to provide a consistent and transparent experience for passengers.

4+ Consumer Protection:

- Regulatory authorities should monitor and enforce compliance with these standards to protect consumers from misleading practices. Airlines should be held accountable for providing clear and accurate information about baggage policies.
- By making these changes, “EasyJet” can improve the clarity of their luggage policy, ensuring compliance with regulatory standards and making it easier for passengers to understand their baggage allowances and avoid unexpected costs.

6) Price Differences:

- The Price difference from what “Trip.com” and what “EasyJet” are charging from one to the other for baggage is more than overly priced by “Trip.com.”
- Examples from “Trip.com” Website
- Carry-On Baggage Invoice.
- Exhibit: 33

Carry-on baggage	Total: 1 piece,
15 kg	
Added 1 piece, 15 kg,	
£40.50	Confirmed

	• <u>“EasyJet” Pricing:</u> • <u>Exhibit:</u> 34 <table><tr><td>Large cabin bag (max. 56 x 45 x 25 cm)</td><td>From £5.99</td><td>One bag of max size 56 x 45 x 25 cm, which needs to fit in our baggage gauge and an overhead locker. Find out more here. Bags larger than this will be placed in the hold and incur the airport bag fee below.</td></tr></table> • I clicked for additional baggage as an add on and they took 44.70p/15kg and then I got to the airport, but they said I never added luggage and demanded more money. I feel mislead by <u>“Trip.com”</u>, the ticket booker and advisor, they say Put the Final Touches on Your Trip VIP Lounge Relax before your departure Add Additional Baggage Allowance From £44.70/15 kg and I believed that was my additional suitcase there and return as most would and even worse it was not added to my Itinerary....	Large cabin bag (max. 56 x 45 x 25 cm)	From £5.99	One bag of max size 56 x 45 x 25 cm, which needs to fit in our baggage gauge and an overhead locker. Find out more here. Bags larger than this will be placed in the hold and incur the airport bag fee below.
Large cabin bag (max. 56 x 45 x 25 cm)	From £5.99	One bag of max size 56 x 45 x 25 cm, which needs to fit in our baggage gauge and an overhead locker. Find out more here. Bags larger than this will be placed in the hold and incur the airport bag fee below.		

17+ [“Ryan Air”](#)

17+	17. <u>Ryan Air</u> <u>Ryanair</u> 1+ https://help.ryanair.com/hc/en-gb/articles/12888036565521-Ryanair-s-Bag-Policy 2+ https://www.ryanair.com/gb/en/useful-info/help-centre/fees <u>Issues with Ryanair's Luggage Policy and Accessibility</u> 1) <u>Inconsistent Terminology</u> • Ryanair uses terms like <u>"Small Personal Bag"</u> and <u>"10kg Cabin Bag"</u> instead of the more commonly recognized terms <u>"Carry-on Baggage"</u> or <u>"Personal Item."</u> This inconsistency can cause confusion for travellers who are familiar with standard terminology used by other airlines and booking platforms. 2) <u>Lack of Clear Definition</u> • The absence of explicit mention of <u>"Suitcase"</u> in Ryanair's luggage policy can lead to misunderstandings about what items are allowed without additional fees. • <u>Example from Ryanair's Website:</u> <u>"One small personal bag must fit under the seat in front of you and not exceed 40 x 20 x 25 cm."</u>
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- The Ryanair webpage does not clearly state if a suitcase is allowed in text, meaning that customers who are blind or use text-reading software, plugins, or AI assistants to read sites will not hear the text in images. The images state: **“Can be a handbag, laptop bag or backpack.”** However, this crucial information is not accessible to everyone.

3) **Additional Observations**

- Ryanair's policies for **"Cabin Baggage"** and **"Checked Baggage"** only use the word **"Bag"** and do not mention **"Suitcase."** This creates ambiguity about whether suitcases are allowed without additional fees.
- Images alone are heavily relied on to demonstrate the difference between bags and suitcases, which can be problematic for those who rely on text for information.

4) **Unexpected Costs**

- Ryanair charges extra for a **"10kg Cabin Bag"** with dimensions **55 x 40 x 20 cm**, which many passengers might consider a standard carry-on bag. Other airlines often allow larger bags for free, so Ryanair's policy can lead to unexpected fees for passengers who are unaware of these stricter rules.
- **Proof:** Passengers may expect their standard-sized carry-on bags to be included in the ticket price, similar to other airlines. This practice can be perceived as misleading and unfair.

5) **Size Checkers at Boarding Gates**

- At the boarding gates, Ryanair uses size checkers to ensure that passengers' bags meet the airline's strict size requirements. These size checkers are typically located near the boarding area, just before passengers enter the jet bridge to board the plane. If a bag does not fit within the size checker, it must be checked in as hold luggage, which incurs additional charges.
- This policy aims to manage cabin space effectively but can cause inconvenience and additional costs for passengers if their bags are slightly over the permitted dimensions, due to expenditure of the luggage bags!
- **Proof:** There have been numerous instances where passengers' bags did not fit the size checkers at boarding gates, resulting in extra fees,

or having to check in the bag. These experiences are frequently shared by passengers on travel forums and review sites, indicating that unexpected additional charges are a common issue.

1+ **Example from Ryanair's Help Centre:** "If your bags are bigger than your allowance, due to expenditure of the luggage bags, they will need to be checked in and the relevant fee will apply."

2+ **Example from Passenger Review:** "I had to pay an extra £50 at the gate because my bag was slightly too big for Ryanair's size checker. It was a frustrating experience, as I had used the same bag on other airlines without any issue."

6) **Packing Flexibility**

- Passengers may find it challenging to pack their bags to fit within Ryanair's specified dimensions, especially if they use rigid suitcases or items that cannot be compressed. This lack of flexibility can make it difficult for passengers to pack efficiently and avoid extra fees.
- Ryanair's strict dimension requirements (40 x 20 x 25 cm for a small personal bag and 55 x 40 x 20 cm for a 10kg cabin bag) can be particularly problematic for travellers carrying bulky or inflexible items, as they might struggle to fit everything within the allowed bag size.
- **Proof:** Passengers have shared experiences of struggling to pack their bags to fit within the specified dimensions, leading to difficulties in packing efficiently and avoiding extra fees. Reviews and testimonials on travel forums frequently mention the challenges of adhering to Ryanair's baggage size restrictions.

1+ **Example from Ryanair's Help Centre:** "All passenger fare types include a small personal bag, which must fit under the seat in front of you. If you need additional baggage allowance, there are various options available to you."

2+ **Example from Passenger Review:** "Packing for a Ryanair flight is always a challenge. My rigid suitcase never fits their size requirements, and I've had to leave items behind or pay extra fees multiple times."

7) **Ryanair's Baggage Pricing**

1+ **Explanation:**

- Ryanair's pricing for baggage is not specifically adapted for smaller personal bags. They offer a **small personal bag** (40cm x

20cm x 25cm) for free, which must fit under the seat in front of you. If you need additional baggage allowance, such as a **10kg cabin bag** (55cm x 40cm x 20cm), you can purchase this option separately. The pricing for additional baggage varies depending on the route and whether you purchase it during the booking process or later.

2+ **Example:**

- **Small Personal Bag:** Free of charge, it must fit under the seat in front of you.
- **10kg Cabin Bag:** Additional fee, must not exceed 55cm x 40cm x 20cm.

8) **Specific Observations from Ryanair's Website**

1+ **One Small Personal Bag**

- It must fit under the seat in front of you and not exceed 40 x 20 x 25 cm.
- Includes items like a handbag or laptop bag.
- **Example:** "One small personal bag must fit under the seat in front of you and not exceed 40 x 20 x 25 cm."
- The image depicts a rucksack, which is not accessible to customers who use assistive technologies.

2+ **One 10kg Cabin Bag**

- It must not exceed 55 x 40 x 20 cm.
- Needs to fit in an overhead locker.
- **Example:** "For Priority & 2 Cabin Bags passengers, an additional 10 kg bag (55 x 40 x 20 cm) can be stored in the overhead locker."
- The image depicts a suitcase, which is not accessible to customers who use assistive technologies.

3+ **Checked Baggage**

- Images alone are heavily relied on to demonstrate the difference between bags and suitcases, which can be problematic for those who rely on text for information.

9) **Rolling Briefcase vs. Small Suitcase**

- **Rolling Briefcase:** Typically features wheels and a telescoping handle, allowing for easy manoeuvrability. They often have compartments for laptops, documents, and other essentials. A rolling briefcase meeting the dimensions of 40 x 20 x 25 cm could technically be allowed as a small personal bag.

- **Small Suitcase**: Generally designed for clothing and personal items. If a small suitcase meets the same dimensions, it should also be allowed as a personal item. However, the policy does not explicitly mention "**Suitcase**," leading to ambiguity.

10) **Potential Consequences**

1+ **Accessibility Issues**

- Customers who are blind or use assistive technologies will not be able to access the crucial information about what items qualify as "**Personal Bags**" because it is conveyed through images and not text.

2+ **Unexpected Costs**

- The lack of clear text information about suitcases could result in passengers bringing suitcases that may not be allowed as personal items, leading to unexpected fees.

3+ **Misleading Practices**

- The reliance on images without accompanying text descriptions can be perceived as misleading, as it fails to provide all necessary information to all passengers, especially those with disabilities.

4+ **Confusion and Misinterpretation**

- Passengers may be confused about what qualifies as a "**Small Personal Bag**" versus a "**10kg Cabin Bag**," leading to misunderstandings and potential additional charges at the airport.

5+ **Additional Costs**

- Ryanair's policy of charging extra for a "**10kg Cabin Bag**" that fits the dimensions of what other airlines consider a standard carry-on bag can result in unexpected fees. This practice can be perceived as misleading and unfair.

6+ **Lack of Transparency**

- The absence of the term "**Suitcase**" and the reliance on terms like "**10kg Cabin Bag**" can lead to a lack of clarity, causing passengers to be unsure about what items they are allowed to bring without incurring extra costs.

11) **Recommendations for Regulatory Authority**

1+ **Standardize Terminology**

- Ryanair should adopt the standard terms "**Personal Item**," "**Carry-On Baggage**," and "**Checked Baggage**" to align with industry norms and reduce confusion for passengers.

2+ **Clarify Definitions**

- Clearly define the size and weight limits for both "**Personal Item**" and "**Carry-on Baggage**" on their website and during the booking process, ensuring they match the terminology used by most airlines and booking platforms.

3+ **Update Booking Platforms**

- Ensure that all booking platforms, including third-party agents, use the standardized terms to provide a consistent and transparent experience for passengers.

4+ **Consumer Protection**

- Regulatory authorities should monitor and enforce compliance with these standards to protect consumers from misleading practices. Airlines should be held accountable for providing clear and accurate information about baggage policies.

5+ **Improve Accessibility**

- Ensure that all essential information is provided in text format alongside images to make it accessible to customers using assistive technologies.

12) **Short List of Airline Baggage Size Requirements**

1+ **Ryanair**:

- Small Personal Bag: 40cm x 20cm x 25cm.
- Priority & 2 Cabin Bags: 55cm x 40cm x 20cm.

2+ **EasyJet**:

- Small Cabin Bag: 45cm x 36cm x 20cm.
- Large Cabin Bag: 56cm x 45cm x 25cm.

3+ **British Airways**:

- Cabin Bag: 56cm x 45cm x 25cm.
- **Personal Item**: 40cm x 30cm x 15cm.

4+ **Jet2**:

- Cabin Bag: 56cm x 45cm x 25cm.

5+ **Air France**:

- Cabin Bag: 55cm x 35cm x 25cm.

- **Personal Item:** Must fit under the seat in front of you.

6+ **Lufthansa:**

- Cabin Bag: 55cm x 40cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

7+ **KLM:**

- Cabin Bag: 55cm x 35cm x 25cm.
- **Personal Item:** Must fit under the seat in front of you.

8+ **Delta Airlines:**

- **Carry-On Bag:** 56cm x 35cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

9+ **United Airlines:**

- **Carry-On Bag:** 56cm x 35cm x 22cm.
- **Personal Item:** Must fit under the seat in front of you.

10+ **American Airlines:**

- **Carry-On Bag:** 56cm x 36cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

11+ **Southwest Airlines:**

- **Carry-On Bag:** 60cm x 40cm x 25cm.
- **Personal Item:** Must fit under the seat in front of you.

12+ **Emirates:**

- **Carry-On Bag:** 55cm x 38cm x 20cm.
- **Personal Item:** Must fit under the seat in front of you.

13+ **Qatar Airways:**

- **Carry-On Bag:** 50cm x 37cm x 25cm.
- **Personal Item:** Must fit under the seat in front of you.

14+ **Singapore Airlines:**

- **Carry-On Bag:** 55cm x 40cm x 20cm.
- **Personal Item:** Must fit under the seat in front of you.

15+ **Qantas:**

- **Carry-On Bag:** 56cm x 36cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

16+ **Virgin Atlantic:**

- **Carry-On Bag:** 56cm x 36cm x 23cm.

	• <u>Personal Item:</u> Must fit under the seat in front of you. 17+ <u>Turkish Airlines:</u> • <u>Carry-On Bag:</u> 55cm x 40cm x 23cm. • <u>Personal Item:</u> Must fit under the seat in front of you. 1) By providing these detailed explanations and proofs, we can better understand the potential challenges passengers face with <u>“Ryanair’s Luggage Policy”</u> and the resulting additional costs. 2) And by making these changes, <u>“Ryanair”</u> can improve the clarity and accessibility of their luggage policy, ensuring compliance with regulatory standards and providing a better experience for all passengers.
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18+ [Baggage Revenue Analysis](#)

18+	18. <u>Baggage Revenue Analysis</u> • Trip advisors and booking agents, such as Trip.com, generate significant revenue from various sources, including baggage fees. For instance, TripAdvisor generated \$1.7 billion in revenue in 2023. Airlines also make substantial income from baggage fees, with global baggage revenue reaching \$33 billion in 2023. This highlights the importance of transparency in baggage policies to ensure customers are fairly charged. <u>Revenue from Carry-on Baggage Fees:</u> • The revenue generated by airports from carry-on baggage fees can vary significantly based on several factors, including the number of passengers, the specific policies of the airlines operating at the airport, and the fees charged for carry-on baggage. Here is a general overview based on available information: 1) <u>London Stansted Airport:</u> • <u>Annual Revenue:</u> London Stansted Airport, owned by Manchester Airports Group (MAG), reported record half-year revenues of £705.6 million between April and September 2023. • <u>Passenger Numbers:</u> The airport handled 34.9 million passengers over the period.
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- **Carry-on Baggage Fees:** Specific revenue from carry-on baggage fees is not detailed, but it contributes to the overall revenue from passenger services.

2) **London Heathrow Airport:**

- **Annual Revenue:** Heathrow Airport Holdings reported total revenue of £2.9 billion in 2022.
- **Passenger Numbers:** Heathrow handled 61.6 million passengers in 2022.
- **Carry-on Baggage Fees:** Similar to Stansted, specific revenue from carry-on baggage fees is not detailed separately but is part of the overall passenger service revenue.

3) **London Luton Airport:**

- **Annual Revenue:** London Luton Airport reported an operating profit of £19.9 million for the year ending March 2023.
- **Passenger Numbers:** The airport handled 17.2 million passengers in the year to March 2020.
- **Carry-on Baggage Fees:** Revenue from carry-on baggage fees is included in the overall passenger service revenue.

General Insights:

- **Global Market:** The global airport baggage handling system market is projected to grow significantly, indicating an increasing focus on efficient baggage handling and associated fees.
- **Revenue Contribution:** Carry-on baggage fees contribute to the overall revenue from passenger services, which include check-in fees, security charges, and other ancillary services.

While specific daily, weekly, or yearly revenue from carry-on baggage fees alone is not typically disclosed, it is clear that these fees form an integral part of the overall revenue generated by airports from passenger services. For precise figures, it would be necessary to access detailed financial reports from the respective airports or airlines.

Proposed Solutions:

	1) <u>Clear Communication:</u> • Ensure that all baggage policies are clearly communicated on the website, including any additional fees. 2) <u>Detailed Descriptions:</u> • Provide detailed textual descriptions of baggage policies alongside visual aids to prevent confusion and ensure customers can make informed decisions. 3) <u>Refund for Misleading Charges:</u> • Refund the unexpected £40 baggage fee incurred due to the misleading information on the website. By implementing these solutions, the company can improve customer satisfaction and prevent similar issues in the future. <u>For more detailed information, you can refer to the Idea Works Company Report:</u> https://ideaworkscompany.com/wp-content/uploads/2024/02/Press-Release-181-Global-Baggage.pdf and the <u>Simple Flying article</u> https://simpleflying.com/airline-luggage-charges/.
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PS.

I look forward to your prompt response and resolution of my compensation claim.

Kind Regards,
Simon Paul Cordell

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Waiver of Liability

1) **Waiver of Liability for Calculation Errors**

- I, **Simon**, hereby declare that the calculations provided within this document are based on the information available at the time of preparation. While I have taken every reasonable effort to ensure accuracy, I acknowledge that mistakes can occur.

2) **Waiver of Liability:**

- **Release of Liability:** I shall not be held liable for any discrepancies or errors in the calculations presented herein.

- **Responsibility for Verification**: It is the recipient's responsibility to verify the calculations independently. If any errors or discrepancies are identified, please notify me immediately for correction.

3) **Amendments and Feedback**:

- **Request for Reassessment**: If you identify any errors or inaccuracies in the calculations, please resend the document with highlighted amendments to me at your earliest convenience.
- **Collaborative Adjustment**: Upon receiving your feedback, I will review and agree upon the necessary corrections, then we can provide an updated version promptly.

Thank you for your understanding and cooperation.

- Also, Trip.com's website is being updated 26-02-2025 at 22:28 as to when io looked at it I noticed the changes being made! The Additional Baggage Allowance has changed and more.
- **This is also a news article that I came across**: <https://metro.co.uk/2025/02/10/airline-best-baggage-policy-latest-rules-easyjet-ba-22528589/>

Right Click this link in “word” to open and close all collapsible links!