

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)
From: Rewired Rewired (re_wired@ymail.com)
To: en_flightservice@trip.com
Date: Wednesday 16 April 2025 at 12:33 BST

Subject: Request for Comprehensive Re-Evaluation and Resolution Under Booking Nos. 1653702646294295 & 1653702647563351

Dear Shirley and the Customer Success Team,

I hope this message finds you well. I am writing to reaffirm and expand upon my earlier communications regarding my recent travel experience booked through Trip.com. I respectfully request that you re-evaluate my case in full, taking into account all the details and supporting documentation previously provided. For clarity, my journey details are as follows:

- **Departure:** London to Antalya
- **Return:** Antalya to London
- **Booking References:** 1653702646294295 and 1653702647563351

Below, I have clearly outlined the main points and concerns that remain unresolved:

1. Baggage Allowance Miscommunication and Misrepresentation

- **Misleading Display of the Free 15 kg Allowance:** When I booked my flight through Trip.com, the website did not clearly explain that EasyJet's provides a free 15 kg baggage allowance that applies to both the departure and return flights. According to EasyJet's policy, this allowance should be available on both segments; however, the presentation on Trip.com's website left this detail ambiguous.
- **Separated Paid-for and Free Baggage Sections:** The design of the Trip.com website separates the **"Paid-For"** baggage option from the **"Free"** baggage allowance section. This design flaw makes it very unlikely for customers to recognise that both options are part of the complete package. I was led to believe that the free 15 kg allowance that is applied to both legs was my paid-for baggage as the paid option was not properly displayed even within its designated section. At this time, I did not notice that my paid for baggage option had not been properly displayed even in the paid for section by Trip.com.
- **Resulting Unexpected Additional Charges:** Due to the website's unclear layout and inconsistent messaging, I was misled into the assumption that the **"Free Baggage"** allowance was my **"Paid For Baggage"** and that my baggage was fully inclusive for both departure and return. Consequently, upon arrival at the departure airport, we discovered that there was an error with my booking through Trip.com, as I had wrongly incurred an unexpected additional charge for the departure flight for my baggage.
- **The Return Flight:** Revealed that no baggage for return or departure was booked and moreover, Trip.com is misleading its consumers by implying that they must pay for suitcases through the use of images and this is even though this is not in line with standard airline policies, as detailed in the sections "15+ All Personal Items Can Be Suitcases For 99% Of Airlines" and "16+ EasyJet of the Analysis and Findings." *"Images are being use to deceive people out of money."* This not only constitutes a pricing error but also a fundamental misrepresentation of the airline's baggage allowance policy.
- **Lack of Clarity in the Paid Package Section:** As detailed in my previous claim letter and my emailed correspondences, the benefits of the paid for baggage package were not clearly distinguished from the standard free allowance. This lack of clarity directly led to the misinterpretation of what was included in my booking, ultimately resulting in only one leg's allowance being covered, forcing me into a situation where unapproved additional expenses were unfairly imposed.
- **Smart Interface Recommendation:** An integrated, side-by-side display of both the free and paid baggage options would have significantly reduced the ambiguity. By consolidating the baggage information into a single, clearly labeled summary, **"Trip.com,"** could help customers easily understand exactly what they are purchasing. This smart design approach would not only enhance transparency but also prevent future misunderstandings and ensure that users are fully aware of their baggage entitlements at the time of booking.

-

2. Discrepancy in Receipt Date and Supporting Documentation

- **Receipt Dated January 9th for a Scheduled January 8th Flight:** Although my flight was scheduled for January 8th, the receipt for the extra baggage allowance is dated January 9th. This discrepancy occurred because, amid a hurried service environment at Gatwick Airport, I did not receive a paper receipt. Instead, I was provided with an electronic invoice, which is reflected on my bank statement **"Submitted as Exhibit D."** This evidence confirms that the additional charge was processed under circumstances beyond my control.

4. Operational Impact: Missed Flight and Resulting Inconvenience

- **Consequential Delays Leading to a Missed Flight:** The cumulative effect of the misleading baggage allowance information and the issues with the website's operation led to significant delays at the airport. Unfortunately, these delays caused me to miss my subsequent flight. The disruption not only resulted in additional travel costs but also in considerable personal inconvenience, further intensifying the overall financial impact of this mismanagement.

5. Request for Re-Evaluation and Dedicated Caseworker

Given the multiple points of discrepancy outlined above such as the misrepresentation of baggage allowances, the documented receipt issue, and the unexplained website fees to the resulting travel disruption, I respectfully request:

- **A Comprehensive Review**: Please review all the supporting evidence (Including The Detailed Claim Letter, “Exhibit D” From My Bank Statement, And Previous Correspondence) in light of these issues.
- **Assignment of a Dedicated Caseworker**: To ensure a thorough and fair resolution, I ask that a single caseworker be assigned to oversee my claim. This will help consolidate all aspects of the issues at hand and facilitate a smoother investigative process.

Supporting Documentation

For your convenience, I have reattached all pertinent documents, which include:

- A detailed claim letter explaining the discrepancies and the issues caused by the website layout.
- The bank statement entry (**Exhibit D**) confirming the extra baggage charge on January 9th.
- Email correspondence from previous dates, which details my response to the misrepresentations and the multiple charges incurred.
- Screenshots and analyses of the website layout that highlight the confusion surrounding the baggage allowance and the additional fees.

I trust that a careful reassessment of the provided information will clarify these issues and lead to a fair and equitable resolution. I look forward to receiving your prompt response, including confirmation of the receipt of my attachments and an update on the next steps.

Thank you for your time and attention to this matter.

Kind regards,

Simon Paul Cordell

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

Email: Re_wired@ymail.com

Tel: +44 7864 217519

On Tuesday 15 April 2025 at 08:44:44 BST, en_flightservice@trip.com <en_flightservice@trip.com> wrote:



Dear Simon,

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

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

After reviewing your booking and baggage details, we found that you only requested additional baggage for the flight from London to Antalya. There was no request for extra baggage on the return flight from Antalya to London, which explains why you were charged at the airport. Therefore, we can only cover the original baggage for your flight from London to Antalya.

Furthermore, upon examining the receipt for the payment made at the airport for the London to Antalya flight, it indicates a charge on January 9th. However, your flight is scheduled for January 8th. Could you please clarify why the receipt date differs from your flight schedule?

We appreciate your understanding.

Best Regards,

Shirley
Customer Success Team

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.
Copyright 1999-2024 Trip.com All rights reserved
Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

----- The Original mail -----

Sender: en_flightservice@trip.com<en_flightservice@trip.com>

Time: 2025-04-14 18:50

Recipient: Rewired Rewired<re_wired@ymail.com>

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



Dear Simon,

Thank you for choosing [Trip.com](#).

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

Thank you for providing the full details of the baggage issue along with the receipts. We will review the information and get back to you once we have results.

We appreciate your understanding.

Best Regards,

Shirley
Customer Success Team

Great deals with reliable service

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.
Copyright 1999-2024 Trip.com All rights reserved
Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

----- The Original mail -----

Sender: Rewired Rewired<re_wired@ymail.com>

Time: 2025-04-14 16:57

Recipient: Trip.com<EN_flightservice@trip.com><en_flightservice@trip.com>

Subject: [External]Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

Subject: Follow-Up on Claim Submission - Attachments Provided

Dear Trip.com Customer Service,

I hope this email finds you well. I am writing to follow up regarding the ongoing claim associated with my recent travel booking (Booking No. 1653702646294295).

It has come to my attention that there may have been an issue with receiving the attachments included in my previous correspondence. After reviewing my email records, I can confirm that all attachments, including PDF files and other relevant documents, were sent successfully on my end.

To ensure a smooth resolution, I have attached the following files once again:

- A PDF & Docx file, copy of the claim, this includes all receipts.
- A comprehensive copy of all correspondence exchanged to date.

Additionally, I would like to bring to your attention the fact that it was:

1. Karl from the Customer Success Team.
 - who I sent the attachments to and:
2. Jobert, who has followed up since on the baggage issue.

By consolidating this information, I hope to facilitate a more streamlined review process. Please confirm receipt of this email and attachments at your earliest convenience. I look forward to your reply with updates on the next steps.

Thank you for your time and attention to this matter.

Best regards, Simon Paul Cordell

On Saturday 12 April 2025 at 01:49:56 BST, en_flightservice@trip.com <en_flightservice@trip.com> wrote:

Trip.com

Dear Simon,

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

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

We hope this email finds you well. We wanted to follow up on the email we sent you about your refund request. It appears that we have not received a response from you in the past 24 hours.

We understand you may be busy, and it's possible you no longer require further assistance from us. To respect your time and avoid unnecessary emails, we will refrain from sending further emails and consider the matter closed unless we hear otherwise from you.

We appreciate your understanding.

Best Regards,

Jobert
Customer Success Team

Great deals with reliable service

Thank you for choosing Trip.com

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

----- The Original mail -----

Sender: en_flightservice@trip.com<en_flightservice@trip.com>

Time: 2025-04-11 08:18

Recipient: Rewired Rewired<re_wired@ymail.com>

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



Dear Simon,

Thank you for choosing Trip.com.

Regarding your flight from London to Antalya and Antalya to London (order no.1653702646294295 and 1653702647563351), I received your feedback about the baggage issue.

We hope this email finds you in good spirits, and thank you for your response to our previous message.

We would like to sincerely apologize for any inconvenience this situation may have caused, particularly if it has disrupted your travel plans. We kindly ask for your assistance in providing us with the receipts for the extra baggage allowance you purchased: **£40.00 at Gatwick Airport (Exhibit D) and £69.63 at Antalya Airport (Exhibit J)**. This information will be helpful as we investigate your case further.

We appreciate your understanding and look forward to your prompt response.

Best Regards,

Jobert
Customer Success Team

Great deals with reliable service

Thank you for choosing Trip.com

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

Copyright 1999-2024 Trip.com All rights reserved

Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

----- The Original mail -----

Sender: Rewired Rewired<re_wired@ymail.com>

Time: 2025-04-11 06:21

Recipient: "en_flightservice@trip.com" <en_flightservice@trip.com><"en_flightservice@trip.com">
<en_flightservice@trip.com>>

Subject: [External]Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

Subject: Updated Claim Letter – Correct Version Attached

Dear Karl,

Thank you again for your prompt follow-up regarding my flight from London to Antalya (order no. 1653702646294295).

I wanted to inform you of an oversight in my previous email. I mistakenly attached a draft version of my claim letter, which I had been reviewing last night. This draft contains different color text and annotations that were part of my revision process.

Please find attached the final, up-to-date version of my claim letter, which has been carefully revised to ensure accuracy and clarity to my fairest ability. I kindly request that you refer to this corrected document when moving forward.

I appreciate your understanding and assistance in this matter. Please let me know if you require any additional documentation or clarification regarding the claim.

Thank you for your cooperation and continued support.

Best regards, Simon Cordell

On Thursday 10 April 2025 at 21:07:42 BST, Rewired Rewired <re_wired@ymail.com> wrote:

Subject: Response to Baggage Issue Inquiry – Booking No. 1653702646294295

Dear Karl,

Thank you for your email and for following up regarding my flight from London to Antalya. I appreciate your prompt communication on this matter.

Attached to this email, you will find my claim letter, which provides detailed information about the issue, including the challenges I faced and the resulting expenses. Specifically, the letter includes receipts for the additional baggage allowance payments I made:

- **£40.00 at Gatwick Airport (Exhibit D)**
- **£69.63 at Antalya Airport (Exhibit J)**

These receipts serve as proof of payment and demonstrate the extent of the financial impact caused by this issue. I hope this documentation will assist in clarifying and expediting the resolution process.

I kindly request that you verify this information with the airline and provide me with an update within the next 24 hours as mentioned in your email. Should you require any further documents or clarification, please do not hesitate to reach out.

Thank you for your cooperation and support.

Best regards, Simon Cordell

On Thursday 10 April 2025 at 00:19:33 BST, en_flightservice@trip.com <en_flightservice@trip.com> wrote:



Dear Simon,

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

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

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

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

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

Thank you for your patience and cooperation.

Best regards,

Karl
Customer Success Team

Great deals with reliable service

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.
Copyright 1999-2024 Trip.com All rights reserved
Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).