

22.22nd Received: Telephone Call from Trip.com

On **18 April 2025, at 18:48 hours**, I received a telephone call from a **Trip.com representative** regarding the handling of my claim. The conversation lasted **21 minutes and 11 seconds**. Due to the presence of a guest in my home, I was unable to record the call.

The caller, a **female representative**, stated that she was providing a **follow-up** on the matter and **insisted** that Trip.com had contacted the airport and had sent **another email detailing their findings**. I informed her that I was **drafting a response** to their previous correspondence dated **Thursday, 17 April 2025, at 13:54 BST**, expressing my **dissatisfaction with their conclusions**.

I reiterated that Trip.com was **responsible for the misrepresentation of my baggage allowance**, which led to my forced purchase of **checked baggage** to avoid missing my flight. **Despite presenting both a hard copy and digital version of my Trip.com itinerary, both incorrectly stated that no carry-on baggage was paid for—despite my payment. This failure to correctly update the itinerary resulted in EasyJet refusing to acknowledge my rightful allowance, leading to unnecessary financial loss and inconvenience.**

To further demonstrate **Trip.com's liability**, I informed the representative that I had compiled a **video breakdown** clearly proving the **discrepancies in their itinerary system**. The video **visually documents** that my **digital itinerary falsely indicated unpaid baggage**, which was **later concealed by Trip.com updating their website**, effectively erasing all proof of their misleading practices. Had I **not conducted my detailed analysis and captured screenshots**, I would have been left **without irrefutable evidence**—an act that is **both unethical and a clear violation of civil fairness**.

The representative continued to **assert** that Trip.com had **paid the airport directly** and had **sent confirmation of these payments**. I countered that this did not absolve them of **liability**, as they had **failed to update the digital and printed receipt to correctly reflect the transaction**, thereby **providing me with invalid documentation at the point of sale**.

I **formally requested access to the call recording**, as she confirmed that calls were recorded. She **denied my request**, stating that she had **no access** to the recordings. I informed her that, as a **litigant in person under Rule 46.5 of the Civil Procedure Rules (CPR)**, I would issue a **Disclosure Request under CPR Rule 31.12**, or alternatively, submit a **Subject Access Request (SAR)** under civil law. I asked her to **advise on the appropriate course of action**, to which she responded that she would need to **investigate further and provide an email response**.

Additionally, I requested a **written summary of our conversation** to be sent via email. As of **19 April 2025, at 10:00 AM**, **no such email has been received**.

Trip.com's continued **evasiveness, refusal to acknowledge their failure, and lack of transparency regarding their booking system updates** further reinforce **concerns about their**

integrity and consumer trust. Their refusal to provide access to crucial evidence only **strengthens the case for accountability** in this matter.