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

To: re_wired@ymail.com

Date: Friday 18 April 2025 at 18:52 BST



Booking No. 1653702646294295

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You have unread messages sent from Trip.com

Dear SIMON CORDELL,

You have unread messages from Trip.com Customer Support.

Hello there. Regarding your flight from London-Antalya to Antalya-London (order no.XXXXXX), I received your feedback about your baggage concern.

We reached out to the airline once more to confirm whether the carry-on baggage you added prior to your flight was successfully processed. They have confirmed that it was indeed added on December 19. The airline representative clarified that the fee you paid at the airport was for checked baggage. Please be advised that the baggage you added through us was for carry-on only, and your booking did not include checked baggage, which resulted in the charge at the airport. Furthermore, please note that you only added carry-on baggage for your flight from London to Antalya and did not include any additional baggage for the return segment, which is why you incurred additional charges.

As we have not heard back from you, we will not pursue this matter further unless you reach out with additional questions or concerns. If you have any further concerns, do not hesitate to contact us at any time.

If you have any questions about the above messages or need further help, please click "Chat With Us" below to return to the chat. You may need to sign in to continue.

Chat With Us (H5/APP)

Chat With Us (PC)

If you find that the chat has been closed, please don't worry. You can first review the messages we previously sent you. If you have any questions, you can initiate a new chat, and our professional customer support team will continue to follow up on your issue.

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Support in approx. 30s

Hot Topics Booking & Price Ticketing & Payment Booking Query

Passenger Information-related ...

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