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Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)
From:en_flightservice@trip.com (en_flightservice@trip.com)
To:re_wired@ymail.com
Date:Saturday 19 April 2025 at 19:45 BST



Dear Simon,

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

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

Following our recent email correspondence, we are pleased to inform you that, after further investigation, we are able to compensate you for the baggage allowance fees paid at the airport: **GBP 40** at London Gatwick Airport and **GBP 69.63** at Antalya Airport.

Please confirm if you would like us to proceed with this compensation process. Upon receiving your confirmation, we will send a separate email containing an encrypted link for you to securely provide your bank details for the refund. Please note that the refund processing timeline may take 7-10 working days and may vary depending on your bank.

Please be aware that by submitting your bank account information, you acknowledge and accept the proposed resolution, which will serve as full settlement of this complaint.

We appreciate your patience and understanding.

Best Regards,

Ray
Customer Success Team

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

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

Time: 2025-04-19 06:58

Recipient: re_wired@ymail.com

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



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I hope this email finds you well and we value the effort that you put into this matter.

Here is a summary of our phone conversation about your carry-on baggage. On **December 19, 2024**, we sent you a confirmation indicating that you purchased one piece of carry-on baggage weighing **15 kilograms**. We have coordinated with the relevant team to ensure that this baggage has been added to your flight from **London to Antalya**. The email sent on **December 19** confirms the successful purchase.

Upon contacting the airline representative, they confirmed that the carry-on baggage has indeed been added to your **London-Antalya** flight. I also reached out to the airline directly and verified that the carry-on baggage is included on your flight. Please refer to the attached file for our correspondence with the airline. The airline representative has suggested that you may contact them directly to confirm the inclusion of the 15-kilogram carry-on baggage. You may file a claim directly with the airline. about your carry-on baggage. Please kindly use this link:

We appreciate your cooperation.

Best Regards,

Krizia
Customer Success Team

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