



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:Tuesday 15 April 2025 at 08:44 BST



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

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----- 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](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.

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

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----- 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:



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

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----- 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

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----- 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

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