



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:Friday 18 April 2025 at 23:58 BST



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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.

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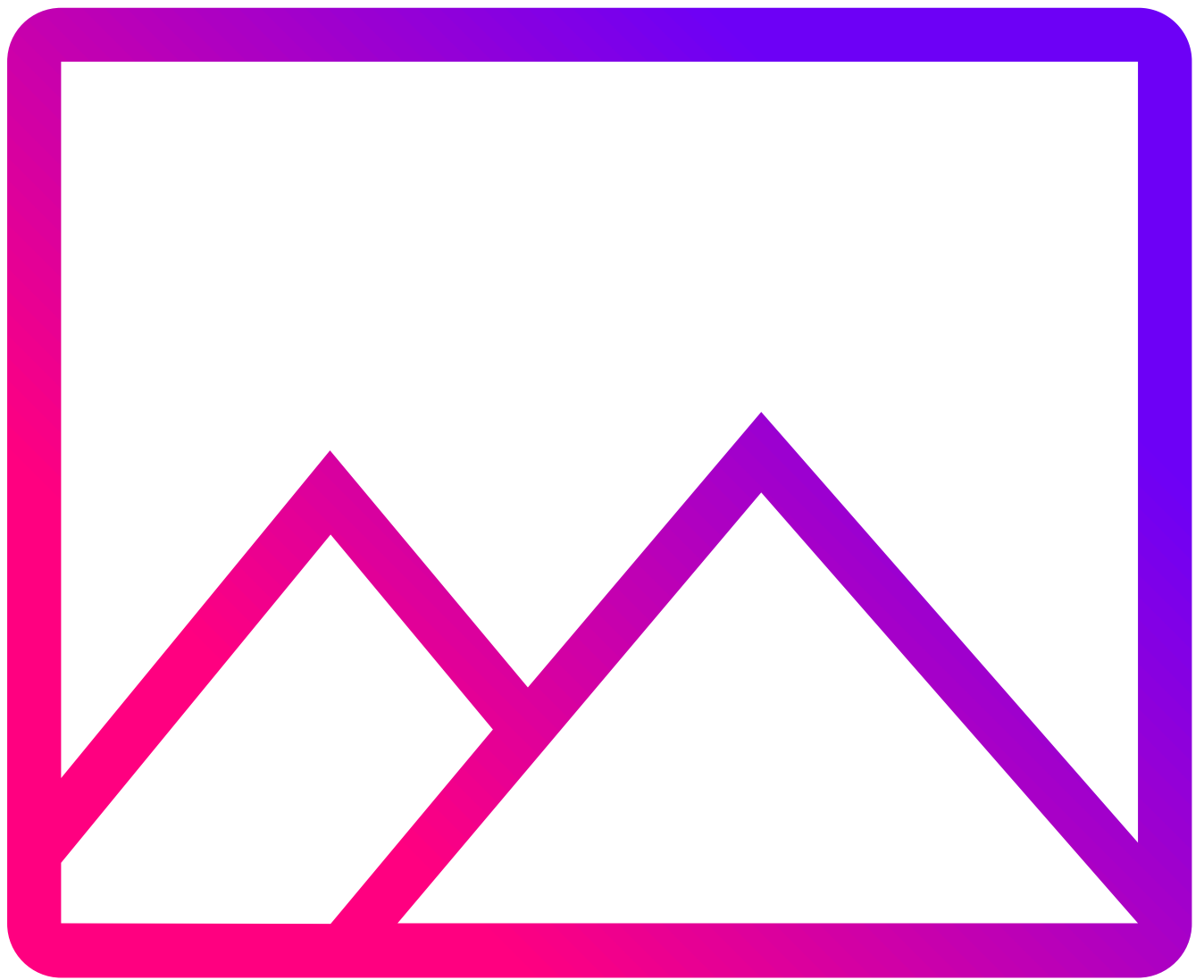
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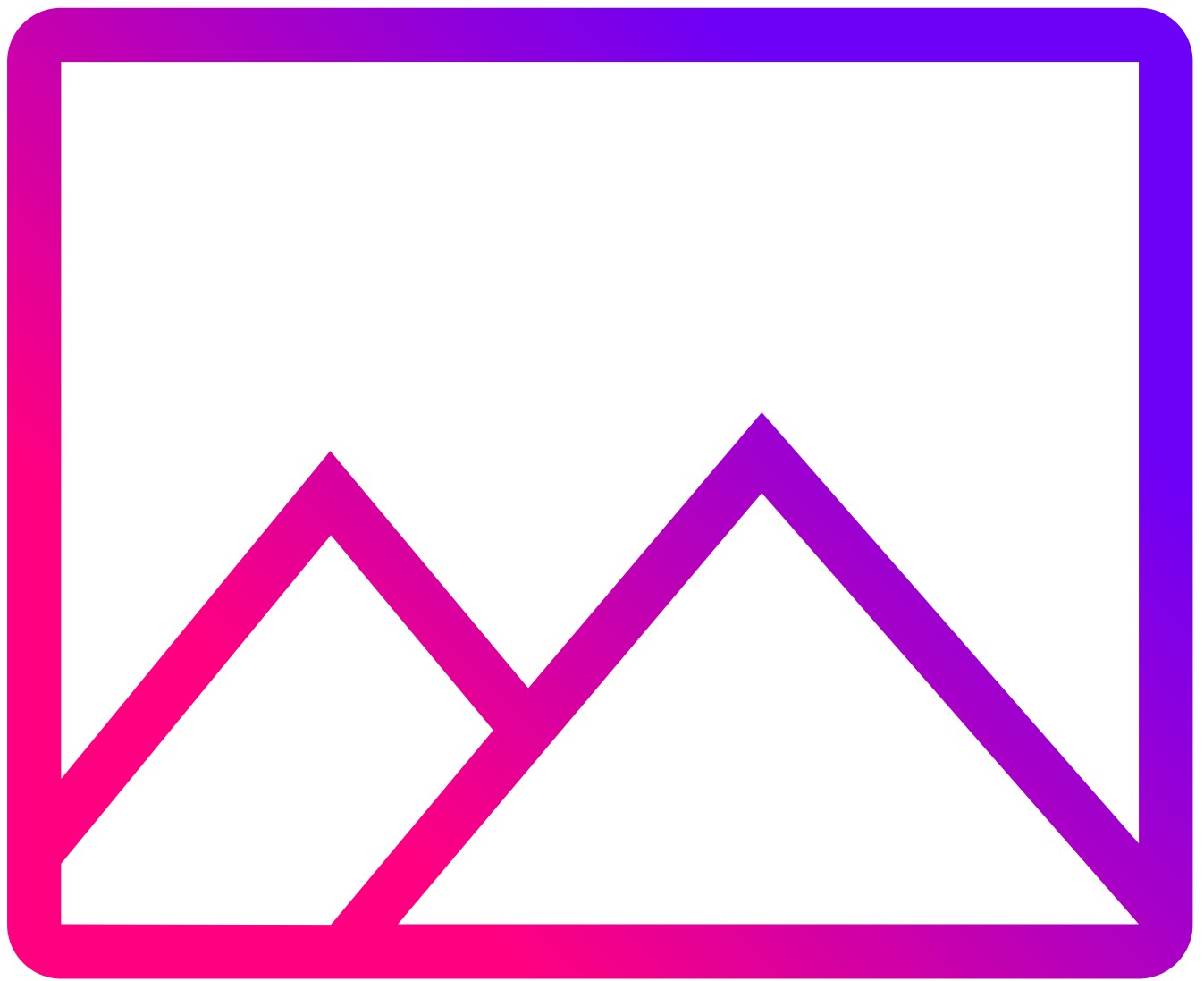
Do not forward this mail as it contains your personal information and booking details.

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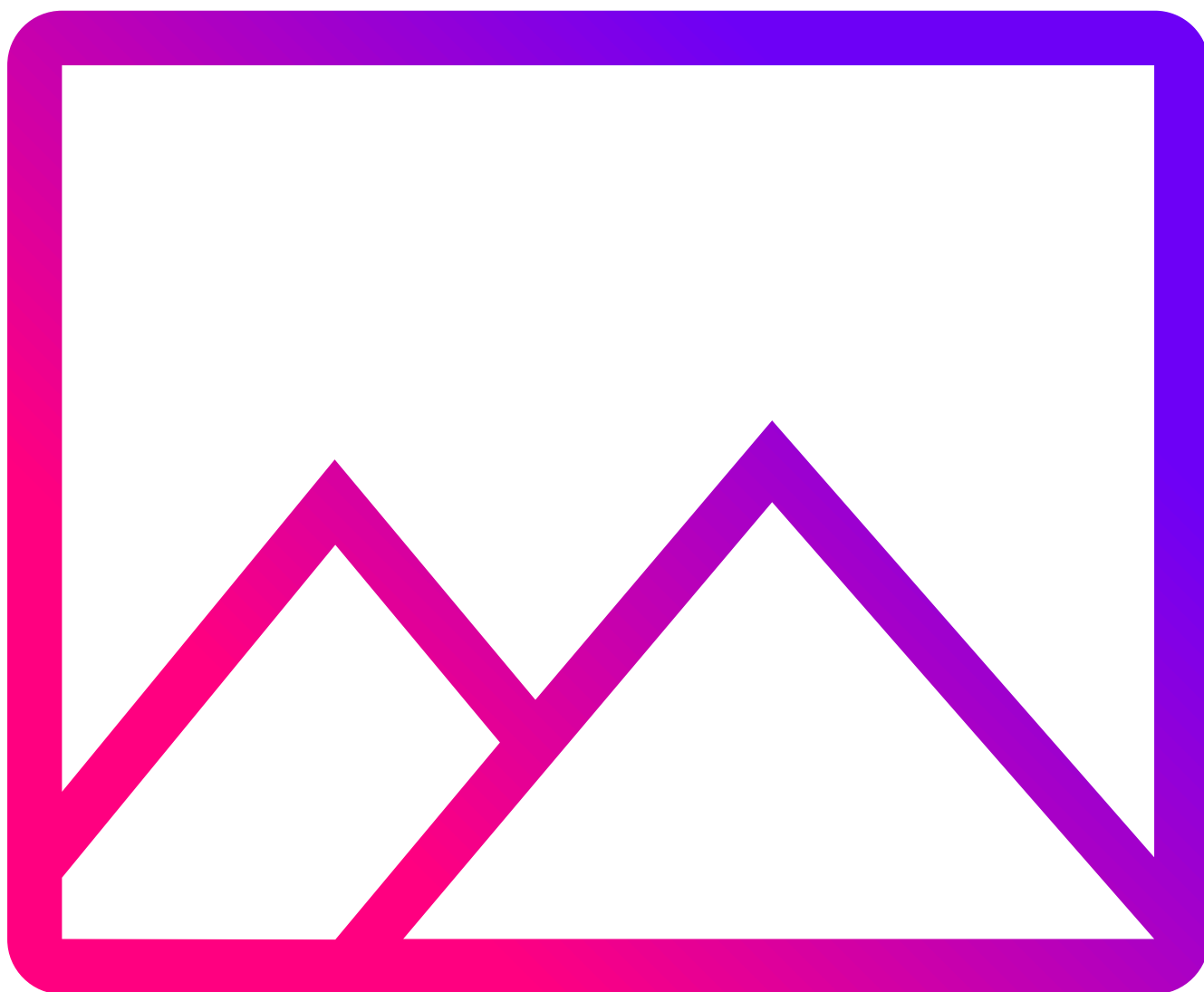
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- [Baggage.png](#)  
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- [Baggage 2.png](#)  
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- [Baggage 3.png](#)  
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