



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:Thursday 8 May 2025 at 01:43 BST



Dear Simon,

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

This is Joy, senior manager of the customer success team. Rest assured that I am taking your case seriously.

Regarding your flight London-Antalya round way(order no.1653702646294295), I received your feedback about the baggage purchase for this trip.

We have carefully reviewed the details of your recent travel booking and would like to provide clarification regarding the baggage charges you encountered.

Upon thorough verification, we confirm that you purchased one piece of carry baggage for your outbound journey. Our records, as well as confirmation from the airline, indicate that the purchase was successfully completed. However, we advised by airline due to you miss the originally scheduled outbound flight, the airline rebooked you on an alternative flight and you added 23KG baggage for the new flight, which resulted in additional charges.

Regarding your return journey, it appears that no baggage was purchased in advance. Therefore, any baggage fees incurred at the airport were necessary for the transportation of your luggage.

We understand that these unforeseen expenses may have caused inconvenience, and while we are unable to assume responsibility for these charges, we are genuinely committed to ensuring your satisfaction. As a gesture of goodwill, we would like to offer you 3000 trip coins to your Trip.com account which is linked your email address as a gesture of goodwill. Hope you can see my sincerity in handling your case.

100 Trip Coins can be exchanged for approximately US\$1. You will be able to use Trip Coins to save instantly by selecting "Trip Coins" on the payment page when you book Flights, Hotels, Trains, Tours & Tickets, Car Rentals, and Airport transfers. Trip coins will be valid for 18 months from date of issue. You can also find more about Trip Coins at: <https://www.trip.com/customer/points/faq>

If you confirm this process, kindly let us know.

Please be kindly noted that acceptance will be in full and final settlement of this complaint.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

Great deals with reliable service

Thank you for choosing Trip.com

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

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