

Subject: Urgent Response – Non-Compliance with UK Law, Insurance Policy Disclosure Failure & Litigant Fees

Dear Trip.com Customer Success Team,

Your latest email once again **“Fails To Address Critical Aspects Of My Claim, Including Your Refusal To Comply With UK Law Regarding Litigant Fees And Insurance Policy Disclosure.”** Your handling of this matter has been **“Inconsistent, Misleading, And Obstructive,”** and this response serves as your **“Final Warning Before Formal Escalation.”**

Key Issues That Remain Unaddressed:

1. Failure to Disclose Insurance Policies (Legal Violation)

- Trip.com has **“Failed To Comply With Legal Requirements To Disclose The Applicable Insurance Policies Governing My Booking And Compensation Eligibility.”**
- This **“Obstructs My Ability To Assess Liability,”** make an informed decision regarding compensation, and pursue rightful claims.
- **“You Are Legally Required To Provide This Information Upon Request,”** and your failure to do so is a **“Clear Violation Of Consumer Protection Laws.”**

2. Failure to Address Litigant Fees (Violation of UK Law)

- Trip.com **“Previously Acknowledged Receipt Of My Litigant Fee Request”** without objection but has **“Failed To Respond To Repeated Follow-Ups.”**
- Under **“Civil Procedure Rule 46.5,”** litigants in person are **“Entitled To Reasonable Costs Incurred During Legal Proceedings,”** yet Trip.com **“Continues To Evade This Obligation.”**
- By ignoring this matter, Trip.com is **“Violating UK Consumer Rights Law,”** and I will initiate enforcement actions if this is not corrected.

3. Misleading Website & Booking System Errors

- Your website **“Misrepresented Baggage Options,”** leading me to **“Wrongfully Believe I Had Purchased Baggage For Both Flights.”**
- The **“Lack Of Transparency In Your System Directly Caused Financial Harm,”** including unexpected charges at the airport.
- Your **“Failure To Issue A Proper Itinerary Resulted In EasyJet Rejecting My Rightful Baggage Allowance.”**

4. False Claims Regarding Flight Rebooking & Additional Charges

- Your latest email incorrectly states: *“The airline rebooked you on an alternative flight, and you added 23KG checked-in baggage for the new flight, which resulted in additional charges.”* → This statement is **“Entirely False.”** → I was **“Forced To Pay For Baggage At The First Airport Before My Flight Was Changed,”** due to your website’s misleading system. → The **“Incorrect Itinerary Meant I Had No Valid Receipt,”** causing additional financial burden.

5. Prior Accepted Liability & Removal of Compensation

- **Trip.Com Previously Confirmed Compensation For:**
 - 1) **£40.00 – Paid at Gatwick Airport (Exhibit D)**
 - 2) **£69.63 – Paid at Antalya Airport (Exhibit J)**
- Compensation was initially acknowledged, then later framed as a goodwill gesture, which is functionally equivalent to an acceptance of liability.
- Additional compensation tokens were previously offered, then unjustifiably withdrawn, despite my prior acceptance.

6. Avoidance of Compensation for Additional Costs

- **Trip.Com Refuses To Reimburse:**
 - 1) **Seats Not Positioned Together As Booked:** despite multiple complaints.
 - 2) **Train Tickets, Taxi Fares, And Food Expenses:** caused directly by your failure to issue valid receipts.
 - 3) **Additional Transportation Costs:** resulting from misinformation in your booking system.
 - 4) **Legal Expenses Incurred While Pursuing This Claim:** which are recoverable under “CPR 46.5.

7. Inconsistent Handling & Contradictory Statements

- **“Different Staff Members Provide Contradictory Responses,”** delaying resolution.
- **“Liability Was Originally Accepted”** yet later rebranded as goodwill—this **“Does Not Erase Responsibility.”**
- **“Trip.Com Cannot Alter Its Previous Acceptance Of Liability Simply Because New Staff Took Over The Case.”**

Final Demand Before Formal Legal Escalation

1. **Immediate Disclosure of Trip.com’s Insurance Policies:** As legally required.
2. **Confirmation That Trip.com Will Cover Litigant Fees:** In full compliance with **“UK Consumer Protection Laws (CPR 46.5).”**

3. Full Compensation for All Documented Losses: Including previously acknowledged amounts and additional costs incurred due to your failures.

4. Arrangement of a Direct Telephone Meeting: Before legal proceedings advance, I require **“A Phone Meeting To Ensure Your Staff Cease Misinterpreting The Case.”**

Trip.com has **“72 Hours”** to confirm compliance, or I will **“Proceed With Immediate Legal Action,”** including a **“Formal Disclosure Request Under CPR Rule 31.12.”**

Best regards, Simon Paul Cordell

P.S.

1. **01st-Sent:** From Me (Simon Cordell) to Trip.com, EasyJet, and SunExpress
2. **02nd-Received (1 of 3):** Automated reply from EasyJet
3. **02nd-Received (2 of 3):** Mailer Daemon Failure Notice (SunExpress rejected the email)
4. **02nd-Received (3 of 3):** Generic response from Trip.com Customer Service
5. **03rd-Sent:** Follow-Up and Request for Dedicated Caseworker Regarding Complaint
6. **04th-Sent:** Follow-Up on Previous Correspondence
7. **05th-Received:** Trip.com Advertisement (Dismissive Handling)
8. **06th-Made:** Phone Call to Trip.com (**No Representative Named**) (Recorded File: Trip.com-02-04-25-1655.MP3)
9. **07th-Received:** Request for Upload Proof (**No Representative Named**)
10. **08th-Made:** Phone Call to Trip.com (**No Representative Named**) (Recorded File: 09-04-25.mp3)
11. **09th-Received:** Trip.com Customer Success Team (**Karl**) – Request for Baggage Receipts
12. **10th-Sent:** Response to Baggage Issue Inquiry – **Karl (Customer Success Team)**
13. **11th-Sent:** Updated Claim Letter – Correct Version Attached– **Karl (Customer Success Team)**
14. **12th-Received:** Trip.com **Customer Success Team (Jobert)** – Acknowledgment & Repetitive Requests
15. **13th-Received:** Trip.com Customer Success Team (**Jobert**) – Follow-Up on Receipts for Verification
16. **14th-Received:** Trip.com Customer Success Team (**Jobert**) – Attempted Case Closure Unless You Respond
17. **15th-Sent:** Follow-Up on Claim Submission – Attachments Provided - From Me (**Simon Cordell**)
18. **16th-Received:** Acceptance of Receipts - From **Shirley (Customer Success Team)**
19. **17th-Received:** Trip.com Customer Success Team (**Shirley**) – Misrepresentation of Allowance

20. **18th-Sent**: Request for Comprehensive Re-Evaluation and Resolution. Provided - From Me (**Simon Cordell**)
21. **19th-Received**: Trip.com Customer Success Team (**Shirley**) – Delay Tactic with No Resolution
22. **20th-Received**: Denial of Reimbursement & Misrepresentation of Claim - From Shirley (Customer Success Team)
23. **21st-Received**: Trip.com **Customer Success Team (Krizia)** – Dismissive Closure Attempt
24. **22nd-Received**: Telephone Call from Trip.com (**Female Representative – Name Unknown**)
25. **23rd-Received**: Unreviewed Messages Notification - From Trip.com (No Representative Named)
26. **24th-Received**: Summary of Phone Conversation & Deflection - From Krizia (Customer Success Team)
27. **25th-Received**: Trip.com Customer Success Team (**Ray**) – Partial “**Compensation Offer!**”
28. **26th-Received**: Attempted Call from Trip.com, Follow-Up Email Instead (**Ray**)
29. **27th-Received**: Notification of Unreviewed Messages (**Ray**)
30. **28th-Received**: Trip.com Customer Satisfaction Survey Request (**No Representative Named**)
31. **29th-Sent**: Final Submission of Pre-Action Conduct Letter & N1 Claim Form
32. **30th-Received**: Final Compensation Confirmation (**Rolly – Bank Details Request**)
33. **31st-Received**: Trip.com Customer Success Team (**Rolly – Attempted Closure of Complaint**) & (**Rolly – Continued Avoidance of Litigant Fees**)
34. **32nd-Received** – Unreviewed Messages Notification - From Trip.com (No Representative Named)
35. **33rd-Received** – Customer Satisfaction Survey Request - From Trip.com (No-Reply)
36. **34th-Sent** – Final Submission of Pre-Action Conduct Letter & N1 Claim Form - From Me (Simon Cordell)

And: --

01. 1st-Sent – From You (Simon Cordell) to Trip.com, EasyJet, and SunExpress

- **Sender**: Simon Paul Cordell (Rewired)
- **From**: re_wired@ymail.com
- **To**: service@trip.com; customer.service@easyjet.com; customer.service@sunexpress.com
- **Date**: Monday, 24 February 2025 at 10:04 GMT
- **Subject**: Ongoing Draft of Complaint - Update
- **Content Summary**:
 - You **provided an update on your complaint**, detailing your travel experience from **8 January 2025 to 12 January 2025**.
 - You stated that you were **drafting a formal complaint** covering **misleading information, unexpected costs, and the overall inconvenience caused by Trip.com’s booking system failures**.

- You informed Trip.com that you were **dedicating significant time to documenting financial losses**, ensuring a **comprehensive review of your claim**.
- You **requested preliminary assistance** from Trip.com, EasyJet, and SunExpress while finalizing your report.

This email **“Establishes The Foundation Of Your Claim.”** proving that **Trip.com was notified early** about the complaint and cannot claim ignorance of the issue. It also highlights their **failure to properly engage with your concerns over the following months**.

02. 2nd-Received – Automated Response from EasyJet “1 of 3 Emails for the second response!”

- **Sender: EasyJet Automated Reply**
- **From: donotreply@easyjet.com**
- **To: re_wired@ymail.com**
- **Date: Monday, 24 February 2025 at 10:05 GMT**
- **Subject: Ongoing Draft of Complaint - Update**
- **Content Summary:**
 - This was an **automated response** from EasyJet confirming that **their email inbox is not monitored**.
 - They provided **alternative ways to contact them**, directing you to:
 - Their **Help Page** for online chat assistance.
 - Their **Customer Services Team via phone (0330 365 500, available 8:00 - 17:00, 7 days a week)**.
 - Their **webform on the Contact Us page** for official inquiries.
 - EasyJet detailed **online self-service options** for managing bookings, including:
 - Adding hold luggage, sports equipment, or excess baggage.
 - Selecting or changing seats.
 - Correcting passenger name errors or altering flight details.
 - They outlined **the EU261 compensation process**, requiring submission via an online **Compensation Claim Form**.
 - The email included a **flight tracker link**, allowing passengers to check status updates.

This response **does not engage with your actual complaint**—it merely redirects you to **EasyJet’s online support tools** rather than offering any direct assistance. If needed, I can help draft a **follow-up email to escalate the issue and bypass automated responses**.

SunExpress:

02. 2nd-Received (3 of 3) – SunExpress Response

- **Sender: MAILER-DAEMON@yahoo.com**
- **From: mailer-daemon@yahoo.com**
- **Date: Monday, 24 February 2025 at 10:04 GMT**
- **Subject: Failure Notice – Undeliverable Email**
- **Content Summary:** Your email to **customer.service@sunexpress.com** was rejected, and delivery failed due to "Recipient Address Rejected: Access Denied." The rejection

was generated by Sun Express's email system, preventing your message from reaching their customer service inbox.

03. 3rd-Sent – From You (Simon Paul Cordell) to Trip.com

- **Sender:** Simon Paul Cordell (Rewired)
- **From:** re_wired@ymail.com
- **To:** service@trip.com
- **Date:** Monday, 24 March 2025 at 15:01 GMT
- **Subject:** Follow-Up and Request for Dedicated Caseworker Regarding Complaint
- **Content Summary:** This email follows up on your initial complaint, requesting a dedicated caseworker to oversee the matter properly. You reiterated that due to ongoing complications, you prefer to centralize all further correspondence through Trip.com rather than dealing separately with EasyJet and SunExpress. You highlighted key aspects of the complaint, including misleading information, unexpected costs, and poor customer service.

04. 4th-Sent – From You (Simon Paul Cordell) to Trip.com

- **Sender:** Simon Paul Cordell (Rewired)
- **From:** re_wired@ymail.com
- **To:** service@trip.com
- **Date:** Friday, 28 March 2025 at 11:59 GMT
- **Subject:** Follow-Up on Previous Correspondence
- **Content Summary:**
 - You followed up on two previous emails sent regarding your ongoing complaint.
 - You highlighted that while you received a response to your first message (24 February), your second message (24 March), requesting a dedicated case handler, had gone unanswered.
 - You asked for an update by the end of the day before the weekend, reiterating the importance of having a designated person to handle your claim properly.
 - You emphasized your willingness to provide further documentation if necessary to expedite the process.

05. 5th-Received – Trip.com Advertisement

- **Sender:** Trip.com Newsletter (trip.com@newsletter.trip.com)
- **From:** Trip.com Marketing
- **Date:** Wednesday, 2 April 2025 at 13:46 BST
- **Subject:** Last-Minute Deals for Easter
- **Content Summary:**
 - This email is an unsolicited advertisement promoting limited-time Easter travel discounts.
 - It fails to acknowledge any of your previous formal complaint emails and does not provide any meaningful case updates.
 - The timing suggests Trip.com is either ignoring your claim or treating it as unimportant.

This further highlights their dismissive handling of your issue. Instead of addressing your concerns, they are sending generic marketing emails while failing to respond to critical correspondence.

06. 6th-Made – Phone Call to Trip.com

- **Caller:** Simon Paul Cordell
- **Date & Time:** Wednesday, 2 April 2025 at 16:55 BST
- **Medium:** Telephone Call
- **Recorded File Name:** Trip.com-02-04-25-1655.MP3
- **Summary:**
 - You reached out to Trip.com via phone to discuss your ongoing complaint regarding baggage charges.
 - You sought a direct response regarding liability acknowledgment and reimbursement procedures.
 - The call involved clarification of previous contradictory statements made by Trip.com staff regarding the refund process.
 - You reinforced that Trip.com must assign a dedicated caseworker to ensure proper handling of your issue.

07. 7th-Received – Trip.com Customer Services (No Name Provided)

- **Sender:** Trip.com Customer Service
- **From:** en_flt_noreply@trip.com
- **Date:** Wednesday, 2 April 2025 at 16:48 BST
- **Subject:** Upload Proof for Your Order
- **Content Summary:**
 - Trip.com requested that you submit proof related to your claim via their online upload system.
 - The email provided a link to "Upload Proof" and mentioned that all materials must be submitted within 7 days to ensure efficient processing.
 - It stated that once the documents were uploaded, Trip.com's team would review and proceed accordingly.
 - The message was automated, with no specific representative named, preventing direct follow-up with a caseworker.

This lacks personalization and accountability, reinforcing their pattern of avoiding direct engagement on your complaint. Shall I continue listing emails in this structured format?

08. 8th-Made – Phone Call to Trip.com

- **Caller:** Simon Paul Cordell
- **Date & Time:** Wednesday, 9 April 2025 at 12:49 BST
- **Medium:** Telephone Call
- **Recorded File Name:** 09-04-25.mp3
- **Summary:**
 - You called **Trip.com** to escalate concerns about their failure to address prior correspondence.
 - The discussion focused on inconsistencies in their responses, including contradictory statements about liability and reimbursement.

- You reinforced the demand for a **formal written resolution** and an assigned caseworker to ensure proper case handling.
- Trip.com's representative provided generic reassurances but failed to offer **any definitive commitments or timelines**.

This call serves as **critical evidence** demonstrating their continued evasion of responsibility.

09. 9th-Received – Trip.com Customer Success Team (Karl)

- **Sender: Karl** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Thursday, 10 April 2025 at 00:19 BST**
- **Subject: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Karl introduced himself as a manager from Trip.com's Customer Success Team.
 - He acknowledged your complaint regarding the baggage issue related to your flight from London to Antalya.
 - He requested receipts or proof of payment for the extra baggage fees you incurred (£40 at Gatwick, £69.63 at Antalya).
 - He stated that Trip.com is still verifying the matter with the airline and promised an update within **24 hours**.

This message continues their pattern of **repeated requests for already provided documentation** and lacks clarity on the investigation's progress. Their assurance of an update within 24 hours also appears unreliable based on previous interactions.

10. 10th-Sent – From You (Simon Paul Cordell) to Karl (Trip.com Customer Success Team)

- **Sender: Simon Paul Cordell (Rewired)**
- **From: re_wired@ymail.com**
- **To: en_flightservice@trip.com**
- **Date: Thursday, 10 April 2025 at 21:07 BST**
- **Subject: Response to Baggage Issue Inquiry – Booking No. 1653702646294295**
- **Content Summary:**
 - You responded to Karl's request for proof of baggage charges incurred at **Gatwick (£40) and Antalya (£69.63)**.
 - You **attached a claim letter**, detailing the financial impact caused by misleading baggage policies.
 - You **provided all receipts** proving your expenses to expedite their verification with the airline.
 - You **requested an update within 24 hours**, holding them accountable to their commitment in Karl's previous email.
 - You assured them of your availability for further clarification if needed.

This email is crucial in documenting your compliance with their request while reinforcing the urgency of resolving the matter.

11. 11th-Received-Sent – From You (Simon Paul Cordell) to Karl (Trip.com Customer Success Team)

- **Sender: Simon Paul Cordell (Rewired)**
- **From: re_wired@ymail.com**
- **To: en_flightservice@trip.com**
- **Date: Thursday, 10 April 2025 at 23:17 BST**
- **Subject: Updated Claim Letter – Correct Version Attached**
- **Content Summary:**
 - You acknowledged Karl's previous response but **clarified that the document sent earlier was an incomplete draft.**
 - You **attached the correct final version** of your claim letter to ensure accuracy.
 - You reaffirmed the **receipts for the baggage charges (£40 Gatwick, £69.63 Antalya)** were included in the updated claim letter.
 - You requested confirmation that Trip.com received the revised version and asked for **a timeline on the next steps** in resolving the issue.

This email was essential in preventing Trip.com from claiming they lacked the necessary documents to proceed.

12. 12th-Received – Trip.com Customer Success Team (Jobert)

- **Sender: Jobert** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Friday, 11 April 2025 at 01:14 BST**
- **Subject: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Jobert acknowledged receipt of your previous response and apologized for any inconvenience caused.
 - He repeated the request for receipts of the extra baggage charges: **£40 at Gatwick (Exhibit D)** and **£69.63 at Antalya (Exhibit J).**
 - The email suggested that these receipts would help in further investigation of your case.
 - There was no mention of **previously submitted documents**, nor did Jobert clarify **any next steps or expected resolution timeline.**

This email continues their pattern of **repetitive document requests despite prior submissions and lack of substantive progress updates.**

13. 13th-Received – Trip.com Customer Success Team (Jobert)

- **Sender: Jobert** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Friday, 11 April 2025 at 01:18 BST**
- **Subject: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Jobert acknowledged your feedback regarding baggage issues on both legs of your journey—London to Antalya and Antalya to London.
 - He repeated **the exact request for receipts** (£40 at Gatwick, £69.63 at Antalya) despite prior submissions.

- The email contained **no actual progress updates** on the investigation—only another vague request for proof.
- The tone appeared **dismissive**, offering no direct resolution path or timeline.

This email further reinforces their pattern of avoiding meaningful action by repeatedly requesting the same documentation without advancing the case.

14. 14th-Received – Trip.com Customer Success Team (Jobert)

- **Sender:** Jobert (Customer Success Team)
- **From:** en_flightservice@trip.com
- **Date:** Saturday, 12 April 2025 at 01:49 BST
- **Subject:** About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)
- **Content Summary:**
 - Jobert acknowledged receipt of previous correspondence regarding baggage issues.
 - He **implied** that Trip.com had not received a response from you within **24 hours**, despite prior engagement.
 - He stated that if no reply was received, Trip.com would **consider the matter closed** and cease further communication.
 - The tone of the email suggested an attempt to dismiss the complaint **without resolving any outstanding issues**.

This response is another example of their pattern of **deliberately disregarding prior communications** and attempting to terminate the case without addressing its substance. If needed, I can draft a rebuttal to prevent them from closing the matter prematurely.

15. 15th-Sent – From You (Simon Paul Cordell) to Trip.com Customer Success Team

- **Sender:** Simon Paul Cordell (Rewired)
- **From:** re_wired@ymail.com
- **To:** en_flightservice@trip.com
- **Date:** Monday, 14 April 2025 at 09:52 BST
- **Subject:** Follow-Up on Claim Submission – Attachments Provided
- **Content Summary:**
 - You **re-sent all necessary claim documents**, including PDFs and Word files detailing your compensation request.
 - You reiterated that **attachments were previously sent to Karl**, but Trip.com later claimed they hadn't received them.
 - You emphasized that **Jobert had since taken over**, so the documentation needed to be properly reviewed.
 - You **demand confirmation of receipt** to ensure accountability and prevent further delays.
 - The email **included a breakdown** of all attachments, ensuring nothing was left out.

This email was crucial in **eliminating Trip.com's excuse of 'missing documents'** and reinforcing that they had already been supplied multiple times.

16. 16th-Received – Trip.com Customer Success Team (Shirley)

- **Sender:** Shirley (Customer Success Team)
- **From:** en_flightservice@trip.com
- **Date:** Monday, 14 April 2025 at 14:32 BST
- **Subject:** Regarding Your Baggage Claim – Booking No. 1653702646294295 (Case No. 46906014)
- **Content Summary:**
 - Shirley introduced herself as a **new handler** for your case, confirming she would follow up on prior correspondence.
 - She **repeated the request for baggage receipts (£40 at Gatwick, £69.63 at Antalya)** despite prior submissions.
 - The email **lacked acknowledgment of prior conversations**, making it seem as if the case was being restarted.
 - She stated Trip.com was "waiting for an airline response" but did **not provide any timeline** or concrete steps for resolution.

This continues their **pattern of recycled responses** without real progress. If you need me to draft a formal rebuttal, I can structure it to ensure accountability while preventing further delays.

Shall I continue listing the next emails? We're ensuring **Trip.com has no loophole to evade responsibility.**

17. 17th-Received – Trip.com Customer Success Team (Shirley)

- **Sender:** Shirley (Customer Success Team)
- **From:** en_flightservice@trip.com
- **Date:** Tuesday, 15 April 2025 at 08:44 BST
- **Subject:** Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)
- **Content Summary:**
 - Shirley **acknowledged your feedback** regarding the baggage situation.
 - She stated that **Trip.com found no request for extra baggage on the return flight from Antalya to London**, explaining why you were charged at the airport.
 - Trip.com **offered to cover only the original baggage for the London to Antalya flight**, refusing reimbursement for the return leg.
 - Shirley **questioned the discrepancy in the receipt date**, noting that the charge was recorded on **January 9th**, while your flight was scheduled for **January 8th**.
 - The email **did not address broader concerns** regarding procedural delays or accountability.

This response **attempts to limit their liability** by focusing on technicalities rather than addressing the full scope of your claim.

18. 18th-Sent – From You (Simon Paul Cordell) to Trip.com Customer Success Team (Shirley)

- **Sender:** Simon Paul Cordell (Rewired)
- **From:** re_wired@ymail.com
- **To:** en_flightservice@trip.com
- **Date:** Wednesday, 16 April 2025 at 12:33 BST

- **Subject: Request for Comprehensive Re-Evaluation and Resolution Under Booking Nos. 1653702646294295 & 1653702647563351**
- **Content Summary:**
 - You **demand a full re-evaluation** of your case, emphasizing the unresolved discrepancies in baggage charges and misleading information.
 - You **outlined the miscommunication regarding EasyJet's free 15kg baggage allowance**, highlighting how Trip.com's website misrepresented the paid baggage options.
 - You **provided evidence of unexpected additional charges**, reinforcing that the website's unclear layout led to financial losses.
 - You **flagged the discrepancy in the receipt date**, explaining that the charge was processed under circumstances beyond your control.
 - You **detailed the operational impact**, including delays that led to a missed flight and further financial burdens.
 - You **requested a dedicated caseworker** to oversee your claim, ensuring a streamlined resolution process.
 - You **attached all supporting documents**, including your claim letter, bank statement, and screenshots of the misleading website layout.

This email **strengthens your position** by demanding accountability and eliminating any excuse for further delays.

19. 19th-Received – Trip.com Customer Success Team (Shirley)

- **Sender: Shirley** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Wednesday, 16 April 2025 at 19:34 BST**
- **Subject: Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Shirley **acknowledged your feedback** regarding the baggage situation.
 - She **apologized for delays** in addressing your request but did not provide any concrete resolution.
 - She stated that **Trip.com is reviewing the matter again with the airline and internal team**, yet **offered no timeline or next steps**.
 - The email **did not confirm receipt of your latest attachments**, continuing their pattern of vague responses.

This response **keeps the issue in limbo** without committing to a resolution. If you need, I can help draft a follow-up that **pressures them for a definitive timeline and confirmation of airline communication**.

20. 20th-Received – Trip.com Customer Success Team (Shirley)

- **Sender: Shirley** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Thursday, 17 April 2025 at 13:54 BST**
- **Subject: Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**

- Shirley **acknowledged your feedback** regarding the baggage situation.
- She **apologized for the inconvenience** but **did not offer any resolution** beyond reiterating Trip.com's stance.
- She **claimed that baggage details were clearly displayed** during booking and provided **photo references** to support this assertion.
- Trip.com **contacted the airline**, which confirmed that the **carry-on baggage was successfully added on December 19**, but the **airport fee was for checked baggage**.
- Shirley **stated that you missed your flight due to travel document issues**, not baggage problems, according to the airline's records.
- She **confirmed that the airline transferred you to a new flight at no cost** on January 8th.
- **Trip.com refused reimbursement**, citing that all baggage-related charges were valid.

This response **attempts to shift responsibility onto you** while dismissing the core issue of misleading baggage information. If you need, I can help draft a rebuttal that **challenges their claims and demands accountability**.

21. 21st-Received – Trip.com Customer Success Team (Krizia)

- **Sender: Krizia** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Friday, 18 April 2025 at 18:46 BST**
- **Subject: Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Krizia **acknowledged your feedback** regarding the baggage concern.
 - She **confirmed that the airline verified your carry-on baggage was successfully added on December 19**, but stated that the **airport fee was for checked baggage**.
 - She reiterated that **your booking only included carry-on baggage**, which is why you incurred additional charges at the airport.
 - Krizia **implied that Trip.com would cease further correspondence unless you responded**, subtly shifting responsibility onto you.

This response **attempts to close the matter without addressing the broader concerns** regarding misleading baggage information and procedural failures. If you need, I can help draft a rebuttal that **challenges their claims and demands accountability**.

22. 22nd-Received – Telephone Call from Trip.com

- **Caller: Trip.com Customer Success Team Representative (Female)**
- **Date & Time: Friday, 18 April 2025 at 18:48 BST**
- **Medium: Phone Call**
- **Duration: 21 minutes and 11 seconds**
- **Summary:**
 - The representative **claimed Trip.com had contacted the airport** and sent another email detailing their findings.

- You **informed her that you were drafting a response** to their previous correspondence dated **Thursday, 17 April 2025 at 13:54 BST**, expressing dissatisfaction with their conclusions.
- You **reiterated that Trip.com misrepresented your baggage allowance**, leading to your forced purchase of checked baggage to avoid missing your flight.
- Despite presenting both **hard copy and digital versions of your itinerary**, both incorrectly stated that **no carry-on baggage was paid for**, causing EasyJet to refuse acknowledgment of your rightful allowance.
- You **highlighted a video breakdown proving discrepancies in Trip.com's itinerary system**, showing how their website update erased proof of misleading practices.
- The representative **asserted that Trip.com had paid the airport directly**, but you countered that this did not absolve them of liability, as they failed to update the digital and printed receipt correctly.
- You **formally requested access to the call recording**, but she denied your request, stating she had no access to recordings.
- You **cited CPR Rule 31.12 and SAR provisions**, informing her that you would issue a **Disclosure Request** or **Subject Access Request** under civil law.
- She **stated she would investigate further and provide an email response**, but as of **19 April 2025 at 10:00 AM**, no such email had been received.

This call **reinforces Trip.com's pattern of evasiveness**, failing to acknowledge their liability while obstructing access to crucial evidence. If you need, I can help draft a **formal legal demand** for disclosure of the call recording and written confirmation of their claims.

23. 23rd-Received – Notification of Unreviewed Messages from Trip.com

- **Sender:** Trip.com (en_flt_noreply@trip.com)
- **To:** re_wired@ymail.com
- **Date:** Friday, 18 April 2025 at 18:52 BST
- **Subject:** You Have Unreviewed Messages Sent from Trip.com – Booking No. 1653702646294295
- **Content Summary:**
 - Trip.com **notified you of unread messages** from their customer support team regarding your booking.
 - They **reiterated their stance** that your **carry-on baggage was successfully added on December 19**, but the **airport fee was for checked baggage**.
 - They **claimed that your booking only included carry-on baggage**, which is why you incurred additional charges at the airport.
 - Trip.com **stated they would not pursue the matter further unless you responded**, subtly shifting responsibility onto you.
 - The email **included links to chat with customer support** and **Trip.com promotional content**, such as discounts and app features.

This response **attempts to close the matter without addressing the broader concerns** regarding misleading baggage information and procedural failures. If you need, I can help draft a rebuttal that **challenges their claims and demands accountability**.

24. 24th-Received – Trip.com Customer Success Team (Krizia)

- **Sender: Krizia** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Friday, 18 April 2025 at 23:58 BST**
- **Subject: Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Krizia **provided a summary of your phone conversation** regarding your carry-on baggage.
 - She **confirmed that Trip.com sent a purchase confirmation on December 19, 2024**, indicating that you had bought one piece of **15kg carry-on baggage**.
 - She stated that **Trip.com coordinated with the airline**, and the airline **confirmed that the baggage was successfully added to your London-Antalya flight**.
 - She **attached files** containing correspondence with the airline and suggested that you **contact the airline directly** to verify the baggage inclusion.
 - She **recommended filing a claim directly with the airline**, subtly shifting responsibility away from Trip.com..

This response **attempts to redirect accountability to the airline**, rather than addressing Trip.com's role in the misrepresentation of baggage details. If you need, I can help draft a rebuttal that **reinforces Trip.com's liability and demands direct resolution**.

25. 25th-Received – Trip.com Customer Success Team (Ray)

- **Sender: Ray** (Customer Success Team)
- **From: en_flightservice@trip.com**
- **Date: Saturday, 19 April 2025 at 19:45 BST**
- **Subject: Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Ray **confirmed that Trip.com will compensate you** for the baggage allowance fees paid at the airport:
 - **GBP 40 at London Gatwick Airport**
 - **GBP 69.63 at Antalya Airport**
 - He **requested confirmation** from you to proceed with the compensation process.
 - Upon confirmation, Trip.com will **send an encrypted link** for you to securely provide your bank details for the refund.
 - The **refund processing timeline is estimated at 7-10 working days**, subject to bank processing times.
 - **Submitting your bank details will be considered full settlement of the complaint**, meaning no further claims can be made.

This response **finally acknowledges reimbursement**, but the condition of **full settlement** may require careful review before acceptance. If you need, I can help draft a response that **clarifies your position and ensures no further liability is waived**.

26. 26th-Received – Trip.com Customer Success Team (Ray)

- **Sender: Ray** (Customer Success Team)
- **From: en_flightservice@trip.com**

- **Date: Sunday, 20 April 2025 at 17:01 BST**
- **Subject: Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)**
- **Content Summary:**
 - Ray **attempted to call the number provided on your booking** but was unable to connect, so he followed up via email instead.
 - He **stated that Trip.com had not received a response from you yet**, implying that the matter may be closed unless you reply.
 - He **offered reassurance that Trip.com would not disturb you further**, unless you indicate continued interest or concerns.
 - The email **did not address any substantive issues regarding your claim**, nor did it confirm receipt of previous attachments.

This response subtly **attempts to shift responsibility onto you**, implying that Trip.com is ready to close the case despite their ongoing delays. If you need, I can help draft a response that **firmly rejects their attempt to dismiss the issue and demands proper accountability**.

27. 27th-Received – Notification of Unreviewed Messages from Trip.com

- **Sender: Trip.com (enflt_noreply@trip.com)**
- **To: re_wired@ymail.com**
- **Date: Sunday, 20 April 2025 at 17:07 BST**
- **Subject: You Have Unreviewed Messages Sent from Trip.com – Booking No. 1653702646294295**
- **Content Summary:**
 - Trip.com **notified you of unread messages** from their customer support team regarding your booking.
 - Ray, a **manager from the Customer Success Team**, stated that he **attempted to call you but was unable to connect**, so he followed up via email and chat.
 - He **reiterated that Trip.com had not received a response from you yet**, implying that the matter may be closed unless you reply.
 - He **offered reassurance that Trip.com would not disturb you further**, unless you indicate continued interest or concerns.
 - The email **included links to chat with customer support**, allowing you to follow up if needed.
 - **Standard footer details** included Trip.com's privacy statement, terms, and promotional content.

This response subtly **attempts to shift responsibility onto you**, implying that Trip.com is ready to close the case despite their ongoing delays. If you need, I can help draft a response that **firmly rejects their attempt to dismiss the issue and demands proper accountability**.

28. 28th-Received – Trip.com Customer Care (No-Reply)

- **Sender: Trip.com Customer Care (No-Reply)**
- **From: trip.com@newsletter.trip.com**
- **Date: Sunday, 20 April 2025 at 23:03 BST**
- **Subject: Your Opinion Counts!**
- **Content Summary:**

- Trip.com **requested feedback** regarding your recent interaction with **Ray from Customer Support** on **21 April 2025**.
- The email included a **link to a Customer Satisfaction Survey**, asking how happy you were with the support received.
- They thanked you for your time and emphasized their appreciation for your feedback.
- The message was **automatically generated**, stating that responses were not directly monitored.
- **Standard footer details** included Trip.com's privacy statement, terms, and company information.

This email is **purely a feedback request** rather than addressing any substantive issues in your claim. If you need, I can help draft a response that **redirects their attention to unresolved matters instead of a satisfaction survey**.

29. 29th-Sent – From You (Simon Paul Cordell) to Trip.com Customer Success Team

- **Sender:** Simon Paul Cordell (Rewired)
- **From:** re_wired@ymail.com
- **To:** en_flightservice@trip.com
- **Date:** Monday, 21 April 2025 at 18:01 BST
- **Subject:** Final Submission of Pre-Action Conduct Letter & N1 Claim Form – Booking No. 1653702646294295
- **Content Summary:**
 - You **acknowledged Trip.com's confirmation of reimbursement** for baggage fees but **asserted that the financial impact extends beyond baggage charges**.
 - You **cited Trip.com's own Customer Service Guarantee**, demonstrating that their policy requires **additional compensation beyond flight refunds**.
 - You **outlined the legal basis for further reimbursement**, referencing **Civil Procedure Rules (CPR) 46.5**, which entitles litigants in person to recover costs.
 - You **provided a detailed breakdown of financial losses**, including transport, accommodation, legal fees, and stress-related compensation.
 - You **calculated the adjusted hourly rate for legal fees**, factoring in inflation since the **2014 establishment of the standard rate**.
 - You **demand formal approval of the listed compensation amounts**, a **clear timeline for reimbursement**, and Trip.com's compliance with their own policies.
 - You **attached a chronological record of all correspondence**, ensuring **Trip.com cannot dispute the sequence of events**.

This email **solidifies your legal position** and **eliminates any room for further deflection**. If you need, I can help refine a follow-up response or prepare escalation steps.

30. 30th-Received – Trip.com Customer Success Team (Rolly)

- **Sender:** Rolly (Customer Success Team)
- **From:** en_flightservice@trip.com
- **Date:** Tuesday, 22 April 2025 at 00:11 BST
- **Subject:** Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)

- **Content Summary:**
 - Rolly **acknowledged your response** and confirmed that Trip.com would **only refund the baggage charges incurred at the airport:**
 - **GBP 40 at London Gatwick Airport**
 - **GBP 69.63 at Antalya Airport**
 - He **asked for confirmation** on whether you accept this resolution so they can process the refund.
 - The email **did not address any broader concerns** regarding procedural delays or accountability.

This response **limits their liability** by focusing solely on baggage charges while avoiding engagement with the larger claim. If you need, I can help draft a response that **pressures them to acknowledge the full scope of your complaint** rather than just issuing partial reimbursement.

31. 31st-Received – Trip.com Customer Success Team (Rolly)

- **Sender:** Rolly (Customer Success Team)
- **From:** en_flightservice@trip.com
- **Date:** Wednesday, 23 April 2025 at 00:53 BST
- **Subject:** Trip.com: About Your Feedback for Booking No. 1653702646294295 (Case No. 46906014)
- **Content Summary:**
 - Rolly followed up on previous correspondence, stating that **Trip.com had not received a response from you in the past 24 hours.**
 - He **suggested that you may no longer require assistance**, implying that Trip.com would **consider the matter closed unless you responded.**
 - He **reiterated the offer of GBP 40 and GBP 69.63 reimbursement**, asking you to confirm acceptance for processing.
 - The email **did not acknowledge prior discussions or delays**, maintaining a passive stance on resolution.

This email subtly attempts to **shift responsibility onto you**, implying that Trip.com is ready to close the case despite their ongoing delays. If you need, I can help draft a response that **firmly rejects their attempt to dismiss the issue and demands proper accountability.**

32. 32nd-Received – Notification of Unreviewed Messages from Trip.com

- **Sender:** Trip.com (en_flt_noreply@trip.com)
- **To:** re_wired@ymail.com
- **Date:** Wednesday, 23 April 2025 at 00:59 BST
- **Subject:** You Have Unreviewed Messages Sent from Trip.com – Booking No. 1653702646294295
- **Content Summary:**
 - Trip.com **notified you that there were unread messages from their customer support team** regarding your booking.
 - The email referenced your flights **London-Antalya & Antalya-London (Order Nos.: 1653702646294295, 1653702647563351).**
 - They claimed **they had not received a response from you within the past 24 hours** and assumed you may no longer require assistance.

- Trip.com **restated their offer of GBP 40 and GBP 69.63 reimbursement** and urged you to confirm acceptance for processing.
- The message **included a direct link to chat with customer support** for further questions.
- It **reminded you not to reply directly** as it was sent from a **notification-only email address**.
- **Trip.com promotional content** followed, including travel discounts, live chat availability, and app-related benefits.

33. 33rd-Received – Customer Satisfaction Survey from Trip.com

- **Sender: Trip.com Customer Success Team**
- **From: en_flightservice@trip.com**
- **Date: Wednesday, 23 April 2025 at 23:25 BST**
- **Subject: Dear SIMON CORDELL, Thank You for Choosing Trip.com!!**
- **Content Summary:**
 - **Trip.com requested feedback** regarding your recent interaction with Rolly on **23 April 2025**.
 - The email included a **link to a Customer Satisfaction Survey**, asking how happy you were with the support received.
 - They thanked you for your time and emphasized their appreciation for your feedback.
 - The message was **automatically generated**, stating that responses were not directly monitored.
 - **Standard footer details** included Trip.com's privacy statement, terms, and company information.

34. 34th-Sent – From You (Simon Paul Cordell) to Trip.com Customer Success Team

- **Sender: Simon Paul Cordell (Rewired)**
- **From: re_wired@ymail.com**
- **To: en_flightservice@trip.com**
- **Date: Wednesday, 7 May 2025 at 21:47 BST**
- **Subject: Final Submission of Pre-Action Conduct Letter & N1 Claim Form – Booking No. 1653702646294295**
- **Content Summary:**
 - You **submitted the formal Pre-Action Conduct Letter and N1 Claim Form**, setting out your final legal position.
 - You **reaffirmed previous failures in Trip.com's responses**, emphasizing their repeated delays and refusal to engage in a substantive resolution.
 - You **demand immediate acknowledgment and confirmation of receipt**, ensuring they could not later dispute the submission.
 - You **outlined the next legal steps**, including escalation to the courts should Trip.com fail to comply.
 - You **attached all supporting documents**, reinforcing that Trip.com has no grounds to claim missing paperwork or unresolved matters.

This ensures your legal positioning is fully documented and **Trip.com is held accountable without excuses**.

34. 34th-Sent – From You (Simon Paul Cordell) to Trip.com Customer Success Team

- **Sender:** Simon Paul Cordell (Rewired)
 - **From:** re_wired@ymail.com
 - **To:** en_flightservice@trip.com
 - **Date:** Wednesday, 7 May 2025 at 21:47 BST
 - **Subject:** Final Submission of Pre-Action Conduct Letter & N1 Claim Form – Booking No. 1653702646294295
1. **The Email** – This serves as the formal submission of your claim and outlines the issues in summary.
 2. **The Pre-Action Conduct Letter** – This document lays out the legal framework for your dispute, warning Trip.com of the impending legal action and giving them an opportunity to resolve the matter before court proceedings begin.
 3. **The N1 Claim Form** – This is the official document used to initiate a claim in the **County Court** under the **Civil Procedure Rules (CPR)**. It details your claim amount, legal arguments, and supporting evidence.

Breakdown of Each Section

1. The Email (Cover Message to Trip.com)

- You **formally submitted your claim** and reaffirmed previous communications.
- You **outlined the financial and legal impact of Trip.com's errors**, explaining that the issue extends beyond baggage fees.
- You **requested immediate acknowledgment of your submission** to prevent Trip.com from later disputing receipt.
- You **highlighted Trip.com's failure to comply with their own Customer Service Guarantee**, reinforcing their **liability under their policies**.

2. The Pre-Action Conduct Letter

- You **warned Trip.com that legal proceedings will commence** if they fail to resolve the matter within a reasonable time.
- You **outlined your financial losses**, including transport disruptions, legal fees, and stress-related compensation.
- You **referenced CPR Rule 31.12 (Disclosure Requests)** to ensure that all relevant evidence, including call recordings, is provided.
- You **cited CPR Rule 46.5 (Litigant in Person Costs)** to justify reimbursement for time and effort spent managing your legal claim.

3. The N1 Claim Form

- This **official court document formalizes your legal claim** against Trip.com..
- You **specified the total amount claimed**, including **baggage costs, legal expenses, travel disruptions, and stress damages**.
- You **provided supporting exhibits**, reinforcing every financial loss and proving your claim legitimacy.
- You **clearly outlined the legal basis** for reimbursement, ensuring procedural compliance under the **Civil Procedure Rules (CPR)**.

This submission **locks Trip.com into a formal legal process**, leaving no room for delay tactics or denials. If you need, I can help refine a follow-up response or prepare escalation steps.

