

Subject: Formal Challenge to Jurisdiction & Final Notice Before Litigation!

a. Issues Being Addressed From Trip.com's Prior Correspondence Are As Follows: --

- No Admitted Liability.
- No Causal Link To Consequential Damages.
- Amount Category.
- Legal Position Claimed.

Dear Trip.com, Legal Team,

I write in response to your latest correspondence, in which you "**Wrongly Assert**" that legal proceedings must be conducted under Singaporean law, citing Trip.com Travel Singapore Pte. Ltd. as the contracting party.

1. UK Jurisdiction Applies—Your Attempt to Shield Itself Behind Singaporean Registration Fails!

"Incorrect Legal Entity and Jurisdiction"

While Trip.com may "**Attempt To Shield Itself**" behind a Singaporean entity, it operates directly through "**Trip Air Ticketing (Uk) Limited,**" a "**UK-Registered Company**" engaged in travel agency activities and call center services.

- 1) **Company Number:** 10811048
- 2) **Registered Office:** Floor 10, 70 St Mary Axe, London, England, EC3A 8BE
- 3) **Nature Of Business:** (SIC 79110 - Travel agency activities & 82200 - Call centers)

Trip Air Ticketing (UK) Limited "**Exists Solely For UK Operations,**" enabling Trip.com Group to "**Sell Travel Services Within The UK**" while maintaining international headquarters. The "**Facts Remain Indisputable**":

- 1) The transaction occurred while I was physically in the UK.
- 2) Payment was made in GBP using a UK-based method.
- 3) Trip.com actively markets and sells services to UK residents.

Consequently, "**UK Consumer Protection Laws Apply,**" specifically the "**Consumer Rights Act 2015,**" which "**Explicitly Safeguards UK Consumers**" against "**Deceptive Business Practices And Service Failures.**"

Your "**Attempt To Evade Jurisdiction**" holds no weight. The "**UK Courts Retain Jurisdiction, Regardless Of Your Registration In Singapore.**"

2. Misrepresented Airline Documentation—Your Contradictions Exposed

- *"Clarification of the Booking and Platform Functionality"*
- *"Clarification from Airline and Booking Records"*

Your "**Attempt To Obscure The Facts**" by falsely attributing my missed flight to "**Travel Documentation Issues**" is disproven by "**Your Own Customer Service Records.**"

- 1) **At 16/04/2026 05:50pm UTC:** EasyJet's "**Customer Service Advisor Confirmed That Passengers Faced Travel Document Issues.**" but in truth and on the day "**EasyJet Refused**" to "**Transferred Them To A New Flight At No Cost,**" unlike myself and my travel partner.
- 2) And this is because , you have "**Erroneously Conflated My Situation**" with that of "**Another Family**" who had an entirely separate issue. This other family was "**Denied Boarding Due To An Expired Passport For One Of Their Adolescent Children Passengers.**" In contrast, at **16/04/2026 06:47pm UTC**, I "**CORDELL/SIMON.**" was separately verified with a "**Valid Passport Issued Just Months Prior to Myself**" proving your attempt to "**Wrongly Associate My Case With Their Case!**"

In part the real issue towards my claim is as "**Records Confirm,**" and is due to "**Trip.com's Failure To Generate A Valid Receipt**" for my baggage purchase, leading to the financial loss I incurred:

- 1) **At 16/04/2026 06:01pm UTC:** EasyJet confirmed that "**I Had To Repurchase A Hold Bag At The Airport,**" and this was because Trip.com's system "**Failed To Recognize My Original Baggage Order,**" and this is even "**Months After**" the initial transaction took place and stays until date, also despite my payment being processed and reflected in my Bank account history, Trip.com's system "**Continued To List The Baggage Order As 'Processing,'**" instead of confirming it as fully paid and valid for travel.
- 2) This failure "**Directly Resulted In Unnecessary Financial Loss,**" forcing me to "**Pay Again For The Same Service,**" as well as "**Additional Costs**" and this was due to Trip.com's Websites "**Lack Of Transparency And Functionality.**"
- 3) Even after months had passed, your website "**Still Displays My Baggage Order As Incomplete,**" a flaw which I documented in my "**N1 Claim Form, while Exhibiting Screenshots**" that prove this fact!
- 4) **At 16/04/2026 06:03pm UTC:** EasyJet "**Explicitly Confirmed The Additional Baggage Fee Of GBP 40,**" reinforcing the direct "**Financial Loss Caused By Your System Failure.**"

3. Your Dismissal of Cost Recovery Is Baseless. The Evidence Proves Otherwise! "Your Claim Lacks Legal Basis" Accounts for:

a. Trip.com's Legal Teams Statement:

"These reimbursements were made as a goodwill measure and do not imply any admission of liability. They were granted upon verification of valid receipts and in accordance with our customer service policy."

Response & Legal Clarification:

Trip.com's claim that the reimbursement was merely a "**Goodwill Gesture**" and this is contradicted by the facts in their own communications, where they explicitly offered "**Compensation Due To Liability Findings.**"

✦ **Ray, Trip.com Customer Success Team Stated:** > "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."

- ☒ This statement confirms liability acceptance as a result of their internal investigation.
- ☒ Trip.com provided this compensation based on EasyJet's confirmation of a disputed baggage charge and not as an unsolicited goodwill payment.

✦ **Ray, Trip.com Customer Success Team Stated:** > "The 'Proposed Resolution' was to serve as a full settlement of this complaint."

- ☒ This explicitly distinguishes the payment from a **"Goodwill Offer,"** and instead characterizes it as **"Compensation Tied To A Legal Dispute."**
- ☒ Multiple Trip.com representatives failed to properly coordinate their internal communication, demonstrating procedural mismanagement aimed at avoiding a fair resolution in this matter!

Final Argument:

Trip.com **"Cannot Retroactively Redefine Their Compensation As A Goodwill Gesture"** when **"Their Own Statements Clearly Confirm Liability Acceptance."**
This attempt to reframe their payout is a transparent effort to **"Evade Accountability And Procedural Fairness."**

b. Trip.com's Legal Teams Statement:

"You provide no evidence establishing that Trip.com's system caused those losses."

Response & Legal Clarification:

The **"Other Expenses"** referenced by my learned friend are not minor; they are significant and arise directly from Trip.com's failure to provide the services as agreed. The amount of approximately **£621.75**, which covers expenses such as taxi fares and food, is a direct consequence of Trip.com's inadequate service. I have consistently submitted the necessary proof in previous correspondence. If Trip.com had taken these legally binding communications seriously, we could have arranged a telephone meeting to resolve the issue regarding my wrongful identification as the passenger who missed his flight due to problems with travel documents. Additionally, the literary article I presented demonstrates the existence of an invalid receipt obtained from my personal booking account on Trip.com's website, which is not an error on my part.

c. Trip.com's Legal Teams Statement:

"The Claimed Amounts Are Entirely Irrelevant and Inadmissible We note your claimed total exceeds £35,000."

Response & Legal Clarification:

d. **Trip.com's Legal Teams Statement:**

"CPR 46.5 permits capped fixed-rate recovery (currently "Legal fees" (as £12,525.44 ~£19/hr.), not self-assessed hourly rates, night shifts, or litigant in person) speculative expenses."

Response & Legal Clarification:

Under "**CPR 46.5, "Fixed-Rate Cost Recovery"**" for litigants in person "**Is Explicitly Permitted.**" my "**Calculated Breakdown**" aligns precisely with these guidelines, ensuring "**Fair Compensation For The Effort Required Due To Trip.com's Obstruction Tactics.**"

Furthermore, compensation "**Must Be Adjusted For Inflation.**" given that the "**Standard Rate Was Set In 2014**" and has not been revised to account for "**The Rising Cost Of Living And Legal Expenses.**" The "**Cumulative Inflation Rate From 2014 To 2024 Is Approximately 30%.**" meaning the "**Standard Hourly Rate Of £19 Must Be Adjusted Accordingly.**"

☒ £19 × 1.30 = £24.70 per hour!

This adjustment ensures that my compensation "**Reflects Real Economic Impact Rather Than Outdated Figures That No Longer Hold Practical Value.**" Ignoring inflation would result in "**An Artificially Reduced Reimbursement, Failing To Account For The Devaluation Of Currency Over Time.**" The court has the discretion to apply "**Updated Rates That Align With The Financial Reality Of Litigants In Person.**"

This precedent protects consumers who "**Incur Excessive Burdens Due To Corporate Negligence.**" which is the "**Core Issue In This Case.**" If you "**Dispute The Recovery.**" then provide "**A Legally Substantiated Reason For Doing So.**" mere dismissal will not suffice.

Trip.com's Legal Teams Statement:

"Moreover, the methodology you propose — charging £30+/hour for 'night shifts,'..."

Response & Legal Clarification:

Trip.com's Night Shift Workforce—Proven by Their Own Statements & Job Listings:

- 1) **Trip.com Careers Page ([Business Operation Intern](#)) States:** > *"We have more than 30,000 employees scattered across 30 countries."*
- 2) **"Trip.Com Operates Major Customer Service Hubs In Japan, Korea, The UK, And The Philippines, Ensuring Round-The-Clock Service."** Other Webpage Sources are ([Careers at Trip.com Group1](#)) & ([Careers | Trip.com Group2](#))
- 3) **"Trip.com's Glassdoor Listing"** ([Glassdoor.co.uk/Jobs/Trip-com-Group-Jobs.](#)) & ([Glassdoor.co.uk/Salary/Trip-com-Group-Senior-Nightshift-Team-Manager](#)) both confirm a "**Senior Nightshift Team Manager Role.**" earning "**£43K - £47K Per Year!**"

These confirm that **“Trip.Com Runs Designated Night Shifts,”** meaning **“Legal Complaints And Disputes Are Handled Across Multiple Shifts, Day And Night.”**

Justification for Night Shift Fee in Litigation Against Trip.com:

- ☒ **“Trip.Com Operates Designated Night Shifts,”** meaning legal disputes are handled across **“Multiple Shifts—Day And Night.”**
- ☒ Litigation effort increases with irregular communication windows, requiring additional labor beyond standard hours.
- ☒ **“Trip.com’s Own Acknowledgment Of Night Shifts”** reinforces the necessity of structured compensation for extended legal engagement.

Final Argument

Trip.com **“Cannot Dismiss The Concept Of Night Shift Fees”** when **“They Themselves Recognize The Existence Of Night Shifts.”** Whether they compensate their own employees extra or not is irrelevant to the burden placed on a litigant navigating their multi-shift operations.

e. **Trip.com’s Legal Teams Statement:**

“Referencing Non-Existent Statutes Like The “Litigation Act 2014,”

Response & Legal Clarification:

The **“Legal Services Act 2007”** establishes the framework for **“Conducting Litigation”** and defines exemptions regarding who can engage in legal proceedings. Under this framework:

- ☒ A person is **“An Exempt Individual For The Purpose Of Conducting Litigation”** relating to any proceedings.
- ☒ **“Litigation Refers To The Legal Process”** where an individual or business pursues claims against another party to resolve disputes.
- ☒ In England and Wales, litigation is governed by the **“Civil Procedure Rules (CPR), Which Apply To All Civil Claims Initiated After April 1999.”**

Addressing the “Litigation Act 2014” Misrepresentation:

- 1) There is **“No Standalone Statute Titled ‘Litigation Act 2014’** in UK law. However, the **“Civil Procedure Rules (CPR)”** govern **“Cost Recovery Principles,”** particularly **“CPR 46.5,”** which explicitly allows litigants in person to **“Claim Costs For Time Spent On Legal Proceedings.”**
- 2) Trip.com’s dismissal of this reference is **“Misleading,”** rather than addressing the **“Valid Legal Framework”** that supports structured fee claims, they focus on the **“Name Of A Statute,”** ignoring the actual basis for cost recovery in litigation.

Why 2014 Is Relevant:

- 1) The “**£19 Per Hour Rate For Litigants In Person Was Set In 2014**” under “**CPR 46.5.**” it has “**Not Been Adjusted For Inflation Since,**” despite significant economic shifts.
- 2) This outdated rate “**Legitimizes Structured Cost Claims**” that “**Account For Inflation Adjustments,**” ensuring fair compensation for time spent on litigation.

Final Defense:

Trip.com’s objection is “**Not A Substantive Legal Argument,**” it is “**A Deflection**” designed to “**Sidestep The Reality Of Cost Recovery For Litigants In Person.**” The legal framework under “**CPR 46.5**” fully supports structured fee claims, and their attempt to dismiss it “**Holds No Merit In Challenging Its Legitimacy.**”

f. Trip.com’s Legal Teams Statement:

*“No such category exists under any recoverable heads of “**Analysis Fees**” £8,500.00 loss under contract or tort.”*

Response & Legal Clarification:

You have “**Arbitrarily Dismissed**” my analysis fees under “**CPR 46.5,**” claiming they are not recoverable. However:

- 1) The “**Timestamped Evidence,**” consisting of extensive correspondence exchanged over several months, “**Demonstrates The Significant Time And Effort Invested**” in litigating this matter due to Trip.com’s “**Persistent Refusal To Engage Properly.**”
- 2) This “**Is Not A Routine Consumer Complaint**” it has involved drafting detailed legal documents, responding to obstructive procedural objections, and “**Compiling Comprehensive Legal Arguments.**”
- 3) The structured communications involved total “**[44] Emails And a large Word Count,**” further proving the extensive burden caused by Trip.com’s failure to resolve the matter efficiently.

g. Trip.com’s Legal Teams Statement:

“Emotional Distress: is not recoverable in a commercial “*Client Stress £5,000.00 Claim Absent A Recognised Psychiatric Injury Or Special Fees*” circumstances.”

Response & Legal Clarification:

Under “**UK law,**” emotional distress “**Can Be Recoverable**” in certain commercial claims, provided specific legal criteria are met.

- ☒ **Negligent or Intentional Infliction of Emotional Distress:** If a company’s actions cause “**Significant Emotional Harm,**” a claim may be possible under “**Tort Law.**”
- ☒ **Psychiatric Injury Not Always Required:** While severe cases often involve “**Recognized Psychiatric Conditions,**” compensation can still be awarded for “**Distress And Inconvenience,**” as seen in “**Financial Ombudsman Rulings.**”

- ☒ **Special Fees & Compensation:** Courts may award damages for “**Distress, Inconvenience, Or Reputational Harm,**” even in commercial disputes, if the impact is “**Beyond Normal Business Frustrations.**”

1. **Refunds Already Issued by Customer Service:**

a. **Trip.com’s Legal Teams Statement:**

“Refunds Already Issued by Customer Service: We also highlight that our customer service team has already processed full refunds for baggage fees incurred at the airport, based on documentary evidence submitted by you. Specifically:

- *£40.00 – Paid at Gatwick Airport (Exhibit D); and*
- *£69.63 – Paid at Antalya Airport (Exhibit J). ”*

Response & Legal Clarification:

No payment has been received nor has Trip.com Customer services or legal team replied to my request in regard to this situation when I have asked if the payment has been processed.

2. **Procedural Missteps: Misapplication of CPR 31.12 Disclosure “Procedural Missteps: CPR 31.12 Disclosure Misapplied”**

- a. Trip.com “**Wrongly Asserts**” that “**CPR 31.12**” governs the disclosure request for “**Insurance Policy Documents.**” However, this provision of the Civil Procedure Rules “**Only Applies Once Litigation Has Commenced And Requires Court Approval Before Enforcing Disclosure.**”

The “**Current Stage Of Proceedings Does Not Meet The Necessary Threshold**” for “**CPR 31.12**” to be invoked. As no formal claim has been “**Filed Or Served,**” Trip.com's assertion that the request is “**Procedurally Inappropriate**” fails to account for the broader disclosure obligations applicable under “**Pre-Action Principles.**”

Legal Clarification: Pre-Action Disclosure Rules Under "CPR 31.16"

In contrast to “**CPR 31.12,**” “**CPR 31.16**” permits pre-action disclosure when:

- ☒ *The respondent is “likely to be a party to subsequent proceedings.”*
- ☒ *The requested documents “are relevant to a prospective claim.”*
- ☒ *Disclosure “will assist case preparation or resolution.”*

Trip.com's “**Failure To Engage With The Pre-Action Framework,**” while incorrectly citing “**CPR 31.12,**” demonstrates an “**Attempt To Obstruct Legitimate Requests For Disclosure.**” Given the “**Clear Relevance Of Insurance Policy Documents**” to assessing liability and compensation capacity, their refusal to provide disclosure “**Undermines Transparency And Procedural Fairness.**”

Legal Position & Final Argument:

If Trip.com disputes disclosure "On Procedural Grounds," they must "Reference The Correct Provisions" governing pre-action requests. "CPR 31.16," not "CPR 31.12," dictates disclosure obligations at this stage.

Failure to comply with "Could Result In Adverse Inferences Being Drawn" by the court, including potential cost consequences "Should Formal Litigation Proceed." Trip.com must either:

- 1) "Provide A Legally Substantiated Reason" for denying disclosure under the correct "CPR" framework.
 - 2) "Comply With Pre-Action Disclosure Obligations" in accordance with "CPR 31.16."
- Any continued refusal will further "Demonstrate Deliberate Non-Compliance," strengthening the argument for "Judicial Intervention To Compel Disclosure" should litigation be initiated.

3. Trip.com's Rights Reserved – Potential for Adverse Costs

- a. Trip.com argues that litigation imposes excessive costs, yet their own failure to resolve this matter efficiently forced extended engagement. Their procedural missteps have necessitated higher legal costs, proving their own actions are responsible for unnecessary financial burdens, justifying the structured cost recovery outlined in the claim.
- b. Trip.com's Own Claim vs. Their Actual Conduct:
 - 1) They argue that "Litigation Imposes Costs," yet they "Ignored Opportunities" for early resolution under my "Pre-Action Conduct Letter."
 - 2) They claim my case is "Inflated," yet my financial losses are "Directly Attributable To Their Failures," as documented by airline records and transaction confirmations.
 - 3) They threaten a "Strike-Out Motion Under CPR 3.4" but fail to recognize that the "Failure To Resolve Legitimate Disputes Is Itself Grounds For Cost Recovery" under "CPR 44."
- c. The Real Cost Burden is Caused by Trip.com's Own Inaction:
 - 1) "I Did Not Force This Litigation, Trip.Com Did," by failing to engage meaningfully at the pre-action stage.
 - 2) The structured legal costs outlined in my claim "Reflect The Prolonged Engagement Necessitated By Trip.com's Procedural Missteps."
 - 3) If they seek to recover their legal costs under "CPR 44," they must also acknowledge the "Burden They've Imposed On The Claimant" due to unnecessary resistance.
- d. Final Position:
 - Trip.com's "Own Legal Argument Confirms The Principle That Time Wasted Imposes Financial Consequences," meaning they must accept responsibility for extended litigation costs caused by their procedural failures.

- If they wish to argue excessive costs, **“They Must First Explain Their Failure To Resolve This Matter Efficiently”** when given the opportunity. **“My Structured Legal Costs Stand As Entirely Justified.”**

e. **Trip.com’s Own Legal Argument Exposes Their Waste of Time & Costs:**

Trip.com **“Acknowledges That Time And Resources Matter,”** yet has **“Prolonged This Dispute Unnecessarily,”** forcing additional legal engagement that **“Would Have Been Avoided Had They Properly Addressed The Issue Earlier.”**

- Trip.com argues that pursuing litigation is **“Manifestly Unreasonable”** over a **£100** baggage issue. However:
 - 1) **“Trip.com’s Refusal To Correct Their System Failure Forced Additional Expense,”** including taxi fares, hold baggage repurchase, and disrupted travel logistics.
 - 2) **“The Burden Of Financial Recovery Extends Beyond The Baggage Charge”** due to the **“Obstructive Conduct, Wasted Time, And Legal Effort Imposed By Trip.com’s Resistance To Resolving The Dispute Efficiently.”**
 - 3) **“Trip.Com Acknowledges Time And Resources Are Critical,”** yet their refusal to engage meaningfully has imposed **“Avoidable Financial Burdens On The Claimant,”** justifying the structured claim under **“CPR 46.5 And Cost Recovery Principles.”**

4. **Final Notice: --**

a. **Litigation Is Imminent:**

- 1) Your **“Documentation Is Inconsistent And Your Explanations Do Not Align”** with the factual records. You are **“Avoiding Accountability,”** but the evidence speaks for itself.
- 2) Trip.com’s responses have been **“Marked By Evasion, Misdirection, And Procedural Stonewalling.”** You have deliberately **“Failed To Engage Meaningfully”** or acknowledge **“Clear Evidence Exposing System Flaws In Your Receipt Issuance Process.”**
- 3) This is your **“Final Opportunity”** to **“Resolve This Dispute Correctly.”**
- 4) If **“Full Compensation And Acknowledgment Of Liability”** is not provided **“Within 7 Days,”** I will **“File My N1 Claim Form With The UK Courts”** without further warning.
- 5) Failure to respond with a **“Substantive Resolution”** will result in **“Immediate Legal Escalation.”**

b. **Settlement Proposal vs. Litigation Claim:**

- Trip.com had the **“Opportunity To Resolve This Matter”** before litigation under my **“Pre-Action Conduct Letter,”** which outlined a **“Settlement Offer Of £26,647.19”** covering:
 - ☒ Financial losses,
 - ☒ Legal expenses,
 - ☒ Analysis fees,

☒ Emotional distress compensation.

- However, **“Trip.Com Failed To Engage Meaningfully”** or provide a resolution in line with **“UK Consumer Protection Laws.”**
- Since no fair settlement has been reached, the claim now **“Escalates To Litigation,”** increasing the total to **“£35,306.31,”** including:

☒ **Legal Fees For Structured Engagement:** (£24.70/hr. under CPR 46.5)

☒ **“Solicitors’ Expenses”**

☒ **“Compensation For Extended Legal Effort Caused By Trip.com’s Procedural Failures.”**

- Trip.com has had ample time to respond appropriately. **“This Is The Final Opportunity”** to resolve the matter under the **“Previous Settlement Terms.”** Failure to act will result in **“Immediate Legal Escalation Without Further Warning.”**

Best regards, Simon Paul Cordell

P.S.

I am compelled to bring to your attention a critical matter concerning the evidence provided in the aforementioned case. Trip.com previously provided a partial screenshot of a conversation between their representative and easyJet, pertaining to the baggage issues.

Exhibited Evidence: 24. 24th-Received: --

- a. Baggage.png 101kB
- b. Baggage 2.png 113.9kB
- c. Baggage 3.png 15.4kB

It has become known that this partial evidence was deliberately redacted to present a misleading narrative, suggesting involvement in an unrelated family passport issue. Subsequently, a full transcript of the conversation has been disclosed by legal counsel outside of Trip.com's UK team, or other Worldwide Listed Organisation.

Exhibited Evidence: 43. 43rd-Received: “Annex 1: Airline confirmation of missed flight and added baggage.”

This full conversation reveals the intentional misrepresentation and selective omission of information by Trip.com, aimed at deflecting liability. I urge you to acknowledge the gravity of this matter, as it directly impacts on the integrity of the legal proceedings and the accountability of Trip.com in addressing consumer grievances.

In the interest of facilitating your review, I have taken the liberty of including a hyperlink that encompasses all prior correspondence organised in chronological order. This link may serve as a comprehensive reference point for counting and assessing the correspondence in question.

Weblink: [TripCom-and-Co's-Correspondence-22-05-2025](#)

Exhibit: *"Annex 1: Airline confirmation of missed flight and added baggage-Return-1"*



Annex 1: Airline confirmation of missed flight and added baggage.

EasyJet Conversation Transcript

Hey,



Here's a copy of the conversation you had with us via web chat. If you have any other questions, please feel free to contact us again.

Thank you!

Chat ID: 01%3f9f-2c55-7aa0-b59a-a6c44ceda376

16/04/2025 05:21pm UTC - easy Jet Virtual Advisor:

You're now in the queue. Please keep this conversation and webpage open while we transfer you to one of our Customer Service advisors. Thank you for your patience.

16/04/2025 05:21pm UTC - easy Jet Virtual Advisor:

While you're waiting, make sure you have your ** booking reference number** and **passenger information** ready, as we may need these to locate your booking.

16/04/2025 05:21pm UTC - easyJet Virtual Advisor:

For your security, DO NOT attach your payment card information into this chat.

16/04/2025 05:21pm UTC - easyJet Virtual Advisor:

Gif

16/04/2025 05:46pm UTC - easyJet Virtual Advisor:

An agent has joined the conversation



16/04/2025 05:46pm UTC - Customer Service Advisor:

Welcome to easyJet you are chatting to Saif, could you please tell me your full name?

16/04/2025 05:46pm UTC - Customer Service Advisor:

How may I assist you?

16/04/2025 05:46pm UTC - You:

Hi! This is Shirley from Trip.com.

16/04/2025 06:46pm UTC - You:

I just wanted to confirm if the passenger was able to take the flight under reference K8MSDNZ

16/04/2026 06:47pm UTC - Customer Service Advisor:

Hello. Shirley.

16/04/2026 05:47pm UTC ■ Customer Service Advisor:

No worries I will do my best to assist you. Please tell me the flight time date route the names of the passengers, and the email address used on the booking.

16/04/2026 06:47pm UTC - You:

CORDELL/SIMQN

16/04/2026 05:46pm UTC - You:

One way ■ London-Antalya

16/04/2026 05:46pm UTC - You:

2025-01-08 08:00 LGW/S 15:20 AYT/T2

16/04/2025 05:46pm UTC - You:

ty.ler.kel.lyckpkc@gmail.com

16/04/2026 05:45pm UTC ■ Customer Service Advisor:

Thank you.

16/04/2026 05:45pm UTC - Customer Service Advisor:

Please allow me 3 minutes to check the booking.

16/04/2026 05:45pm UTC - You:

Thank you!

16/04/2026 05:50pm UTC ■ Customer Service Advisor:

My pleasure.

16/04/2026 05:50pm UTC - Customer Service Advisor:

Sorry for the wait. I can see that the passengers **“Did Face an Issue with The Travel Documents,”** and we did transfer them to a new flight for free.



16/04/2026 05:53pm UTC - You:

"I see. You mean there was an issue with visa requirements?"

16/04/2026 05:53pm UTC - You:

Can you also confirm if they **"Did Add Baggage at The Airport?"**

16/04/2025 05:55pm UTC * Customer Service Advisor:

There was issue with the passengers' details check from our end and then we did a free flight transfer to a new flight **"With the Same Luggage Allowance That the Passengers Had."**

16/04/2025 05:5 Spin UTC - You:

Thank you for confirming that. Are you able to confirm if the added baggage prior to the flight was confirmed?

16/04/2025 05:57pm UTC - Customer Service Advisor:

Could you please elaborate on " Are you able to confirm if the added baggage prior to the flight was confirmed?".

16/04/2025 05:56pm UTC - You:

"The Passenger's Initial Issue Was Related to Baggage." They requested to add carry-on baggage through us before the flight, but at the airport, they were informed that no baggage had been added. As a result* they had to add baggage at the airport, and the passenger informed us that they missed the flight due to this issue.

16/04/2025 05:55pm UTC - You:

Can you check and confirm?

16/04/2025 06:01pm UTC * Customer Service Advisor:

You did add a large cabin bag on the 19th of Dec. As for hold bag allowance as for the hold bag **"They Did Indeed Purchase a Hold Bag at the Airport"**

16/04/2025 06:02pm UTC - You:

Can you confirm how much is the baggage they added at the airport?

16/04/2025 06:02pm UTC * Customer Service Advisor:

1 23KG hold bag.

16/04/2025 06:02pm UTC - You:

"I Mean the Price of the Baggage. Is It for GBP40?"

16/04/2025 06:03pm UTC * Customer Service Advisor

“Yes 40GBP.”

16/04/2025 06:04pm UTC - You:

Thank you for confirming.

16/04/2025 06:04pm UTC * Customer Service Advisor:

You are always welcome please let me know if there is anything else I can help you with.

16/04/2025 06:04pm UTC - You:

Just to confirm again, the carry on added prior to the flight was confirmed and issued last 19th of December. Correct?



16/04/2025 06:04pm UTC - Customer Service Advisor:

Yes.

16/04/2025 06:04pm UTC - You:

And its 15KG carry on.

16/04/2025 06:05pm UTC - Customer Service Advisor:

It is a 15KG large cabin bag.

16/04/2025 06:06pm UTC - You:

Thank you. **“Also, To Confirm Again. The Passenger Missed This Flight Due To an Issue with Their Travel Documents, But You Were Providing an Alternative Flight. Right?”**

16/04/2025 06:06pm UTC ■ Customer Service Advisor:

“Yes, That Is Correct”

16/04/2025 06:06pm UTC - Customer Service Advisor:

You are always welcome please let me know if there is anything else I can help you with.

16/04/2025 06:07pm UTC - You:

Can you provide the details of the new flight you provided?

16/04/2025 06:06pm UTC ■ Customer Service Advisor:

Please allow me 3-4 minutes.

16/04/2025 06:06pm UTC - You:

Thank you.

16/04/2025 06:06pm UTC - Customer Service Advisor:

My pleasure.

16/04/2025 06:12pm UTC ■ Customer Service Advisor:

The new flights were from LTN to AYT at 13:00 arriving at 20:15. The new flights are on the 8th of Jan.

16/04/2025 06:12pm UTC - Customer Service Advisor:

Sorry for the wait.

16/04/2025 06:1Jpm UTC ■ Customer Service Advisor:

Please reply to me so I can keep the chat up.

16/04/2025 06:13pm UTC ■ Customer Service Advisor:

I can see that you are not responding are you still connected?

16/04/2025 06:11pm UTC - You:

Thank you so much for the information.

16/04/2025 06:14pm UTC - You:

Thats all I need.

16/04/2025 06:14pm UTC - Customer Service Advisor:

Most welcome and thank you for contacting easyJet, you were chatting with Saif have a wonderful evening.