

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 11 April 2025 at 01:14 BST



Dear Simon,

Thank you for choosing [Trip.com](https://www.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 04:10

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: 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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