

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 16:42 BST



Dear Simon,

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

Please allow us some time to review your requests. We will provide an update within the next 24-48 hours.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

Great deals with reliable service

Thank you for choosing Trip.com

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----- The Original mail -----

Sender: Rewired Rewired<re_wired@ymail.com>

Time: 2025-05-08 17:58

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)

Final Legal Response to Trip.com

Dear Trip.com Customer Service,

I am writing to formally dispute your latest response regarding my claim for compensation due to the faults in your website, which directly caused significant financial loss.

Key Points Proving Your Liability:

- 1) **Token Compensation Is Inadequate:**
 - Trip.com has offered me "**3,000 tokens.**" which convert to only "**\$30 USD (£23 GBP)**" and this is a completely inadequate amount compared to my "**Expected Refund Of £35,306.31 GBP.**" which has been "**Discounted To £26,647.19 GBP**" in an attempt to resolve this without court proceedings.
 - My payment was made in "**GBP.**" and compensation should "**Match the Currency I Spent, Not Poorly Exchanged USD Tokens.**"

- Trip.com is **“Framing This as a Settlement”** rather than fulfilling their **“Clear Obligation Under the Price Guarantee Policy,”** which mandates full loss recovery.
- 2) **Trip.com’s Own Website Changes Prove Liability:**
- The issue wasn’t caused by user error, it was **“A Fundamental Flaw in Your System,”** as shown by your **“Own Website Update”** after my complaint was made to yourselves.
 - **“If Trip.com was not responsible,”** why was the website booking process changed **“Only After My Financial Losses Occurred?”**
 - Your **“Website Failure”** led to my ticket **“Not Being Processed Correctly,”** forcing me to spend additional funds unfairly.
- 3) **Booking Was Never Properly Processed:**
- The **“Printed Itinerary Was Misleading,”** airport ground staff confirmed my ticket was **“Still Processing, And Therefore Not Booked”** at the time of travel.
 - When I **“Logged into Trip.com Account at The Airport,”** the website still displayed **“In Progress,”** as it still does now! proving your **“System Failure Continued Even After Payment.”**
 - The ticket **“Never Completed Processing,”** this issue was **“Entirely Trip.com’s Fault,”** as documented in my evidence.
- 4) **Solid Proof Through Screenshots & N1 Claim Form:**
- My **“N1 Claim Form”** contains **“Direct Screenshots”** proving the **“Incorrect Website Layout Before and After the Changes.”**
 - This confirms **“Trip.com Acknowledged the Error”** and quietly fixed it **“Only After My Financial Loss,”** proving they were fully aware of the issue.
 - Screenshots also show that, **“Even After Payment,”** my booking remained **“Stuck in Processing,”** making it **“Impossible”** for me to travel successfully.
 - **“Videos provided”** clearly demonstrate the booking issue, yet Trip.com continues to **“Twist the Facts”** instead of addressing the proven error.
- 5) **Misrepresentation of Compensation:**
- Instead of **“Honoring the Price Guarantee,”** Trip.com is disguising compensation **“As A Settlement”** rather than fulfilling its **“Policy Obligations.”**
 - **Your policy states that:**
 - a. If Trip.com fails to issue a ticket after payment and the price increases, Trip.com must cover the difference.
 - b. Trip.com is obligated to refund the cost of the original ticket plus provide a free replacement flight.
 - **“Trip.com Is Trying to Frame Compensation as Optional Goodwill,”** when in fact, **“It Should Be Granted Automatically Under Your Own Policy Terms.”**
- 6) **Failure to Address Pre-Action Conduct Letter & N1 Claim Form:**
- You have ignored my **“Pre-Action Conduct Letter and N1 Claim Form,”** which formally outline **“Your Legal Responsibility.”**
 - My claim is **“Legally Justified,”** and you continue to dismiss undeniable evidence, even after receiving **“Formal Legal Documentation.”**
 - **“A Settlement Must Reflect Full Loss Recovery, Not Manipulated Compensation In USD Tokens”** that are worth **“A Fraction of My Actual Financial Losses.”**

Next Steps:

I expect **“Full Reimbursement In GBP, Not Tokens with Poor Exchange Value.”** I demand that Trip.com adheres to its **“Own Refund Policy”** covering:

- ✓ The original ticket cost.
- ✓ The full difference caused by increased prices.
- ✓ A replacement flight per your price guarantee terms.

This is **“Not Negotiable,”** your website failure is **“Proven, Documented, And Legally Supported,”** and my claim will **“Proceed to Legal Action”** if not settled accordingly.

P.S.

I am requesting an update regarding the compensation for the “ **Baggage Fees Incurred During My Trip.**” Specifically, I am awaiting confirmation that the agreed amount has been processed:

- **£40.00 – Paid at Gatwick Airport:** (Exhibit D)
- **£69.63 – Paid at Antalya Airport :** (Exhibit J,)

As I have not received confirmation that the refund has been successfully “ **Transferred to My Account.**” Please can you provide an update.

Best regards, Simon Paul Cordell

On Thursday 8 May 2025 at 01:43:26 BST, en_flightservice@trip.com <en_flightservice@trip.com> wrote:



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

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