

Subject: Formal Challenge to Jurisdiction & Final Notice Before Litigation

Dear Trip.com Legal Team,

I write in response to your latest correspondence regarding my claim, in which you assert that any legal proceedings must be conducted under Singaporean law due to the contracting party being **Trip.com Travel Singapore Pte. Ltd.**

1. UK Jurisdiction Applies

While Trip.com may have a Singapore-based entity, it also operates through **Trip Air Ticketing (UK) Limited**, a **UK-registered company**.

- a. Company number **10811048**.
- b. Registered office address: **Floor 10 70 St Mary Axe, London, England, EC3A 8BE**
- c. **Nature of business (SIC)** 79110 - Travel agency activities, 82200 - Activities of call centers.

Trip Air Ticketing (UK) Limited and Trip.com Group are connected. Trip Air Ticketing (UK) Limited is a UK-registered entity of Trip.com Group, originally incorporated on 9 June 2017. It primarily operates travel agency activities and call center services under SIC codes 79110 and 82200 and this means that Trip.com Group uses Trip Air Ticketing (UK) Limited as part of its UK operations, allowing it to sell travel services within the UK while still being a global company headquartered in China and Singapore.

Given that:

- The transaction took place **while I was physically in the UK**.
- I paid in **GBP, using a UK payment method**.
- Trip.com **actively markets and sells services to UK residents**.

UK consumer protection laws apply under the **Consumer Rights Act 2015**, which safeguards UK consumers against unfair practices, including **misleading terms and service failures**. Consequently, **UK courts retain jurisdiction** over this matter, regardless of your business registration in Singapore.

2. Challenge to Cost Recovery Objections

You have dismissed my **analysis fees under CPR 46.5**, claiming they are not recoverable. However:

- The time spent litigating this matter is **clearly evidenced by timestamped emails**, demonstrating the extensive effort required due to inadequate resolution.
- **CPR 46.5 permits fixed-rate recovery for litigants in person**, and my **structured breakdown aligns with these guidelines**.

If you dispute the calculation, I invite you to **provide a legal basis for rejecting these costs outright**.

3. Airline Documentation

You claim that my failure to board was due to **travel documentation issues**. However, this is contradicted by your own **customer service records**, which confirm **discrepancies in baggage policies** were central to the dispute. I require you to:

- **Clarify any contradictions** in your communication history.
- **Explain why supporting evidence contradicts the airline's position.**

4. Final Warning Before Litigation

Despite repeated efforts to **resolve this matter amicably**, your responses have attempted to **evade accountability** through procedural objections rather than engaging fairly.

If a **satisfactory resolution is not reached within 7 days**, I will **formally file my N1 claim form** with the **UK courts**.

I expect a **detailed response addressing the points above**. Failure to engage meaningfully will result in **legal escalation**.

Best regards, Simon Paul Cordell

The logo for Trip.com, featuring the word "Trip" in blue and ".com" in a lighter blue font.

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

The logo for easyJet, featuring the word "easyJet" in white lowercase letters on an orange background.

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 19h 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 06:11pm 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.

**what is this persons salary or pay rates and were s more company or job info about it:
Magali German EMEA Legal Counsel Trip.com Group**

I couldn't find specific salary details for **Magali German**, but I can share general salary insights for **legal counsel roles at Trip.com Group** and similar positions.

- **Trip.com Group Salaries:** The company offers salaries ranging from **£24,303 per year** for customer service roles to **£42,818 per year** for market managers.
- **Legal Counsel Pay Estimates:** Based on industry standards, **EMEA Legal Counsel** roles in large corporations typically earn between **£60,000 - £120,000 per year**, depending on experience and location.
- **Trip.com Group Job Listings:** You can explore **Trip.com Group's job postings** for more salary insights here.

Would you like me to help find **more specific legal salary benchmarks** for similar roles?

yes plz EMEA Legal Counsel

Here are the latest salary benchmarks for **EMEA Legal Counsel** roles:

Salary Ranges for EMEA Legal Counsel

Experience Level	25th Percentile	50th Percentile	75th Percentile
General Counsel	£127,750	£146,500	£171,500
Head of Legal	£109,000	£116,000	£121,000
Senior Legal Counsel	£86,750	£96,250	£107,250
Legal Counsel (3-6 years PQE)	£71,750	£78,500	£84,250
Legal Counsel (NQ-2 years PQE)	£56,750	£64,000	£70,250

These figures reflect **UK-based legal salaries** and may vary depending on **company size, industry, and location**.

For a deeper dive into **legal salary trends**, you can check out the **2025 UK Legal Salary Guide** here. Would you like insights on **benefits and bonuses** for legal professionals?

how many hours and do they get over time and at what rates

EMEA Legal Counsel roles typically follow **standard full-time working hours**, which are around **40 hours per week**. However, legal professionals often work **additional hours**, especially during **case deadlines, contract negotiations, or litigation periods**.

Overtime & Compensation

- **Standard Working Hours:** Typically **40–48 hours per week**, depending on the country.
- **Overtime Eligibility:** Many legal roles **do not** receive overtime pay, as they are classified as **salaried professionals**.
- **Overtime Rates:** If applicable, overtime pay can range from **125% to 150%** of the standard hourly rate, depending on **local labor laws and company policies**.
- **Unpaid Overtime:** Some legal professionals work **additional hours without compensation**, as part of their contractual obligations.
- **Right to Disconnect:** Some EU countries have introduced **laws limiting excessive overtime**, ensuring work-life balance.

Would you like insights into **specific overtime policies for Trip.com Group** or **legal industry trends**?

whats trip.coms rules

Trip.com Group's **overtime policies** follow general industry standards, but specific rules may vary by location and role. Here's what I found:

Trip.com Group Overtime & Work Policies

- **Overtime Pay:** Employers are **not required** to pay overtime unless specified in contracts. Some companies offer **time off in lieu (TOIL)** instead of extra pay.
- **Working Hours:** Employees typically work **40–48 hours per week**, but travel industry roles may involve **irregular schedules**.
- **Legal Compliance:** UK Working Time Regulations **limit overtime to 48 hours per week**, unless an employee **opts out** in writing.
- **Holiday Pay & Benefits:** Employees are entitled to **5.6 weeks of paid holiday**, calculated based on **normal pay**.

Would you like me to check **Trip.com's specific employee contracts** or **legal policies** for more details?

so how much an hour is Magali German EMEA Legal Counsel Trip.com Group on

I couldn't find **Magali German's** exact hourly rate, but I can provide estimates based on **legal counsel salaries in Germany**:

Estimated Hourly Rate for EMEA Legal Counsel

- **Average Legal Counsel Salary in Germany: €119,932 per year (~£102,500).**
- **Hourly Rate Estimate: €58 per hour (~£50).**
- **Lawyer Hourly Rates in Germany:** Typically range from **€180 to €500 per hour**, depending on specialization.

Since **Trip.com Group** operates internationally, salaries may vary based on **location, experience, and company policies**. Would you like me to check **Trip.com's specific salary reports** or **legal industry trends**?

she might be uk

or he

If **Magali German** is based in the UK, her salary would likely align with **UK legal counsel benchmarks**. Based on industry data, here's an estimate:

Estimated Salary for EMEA Legal Counsel (UK)

- **Annual Salary Range: **£71,**

The salary for **Magali German** (or any **EMEA Legal Counsel at Trip.com Group**) is **not publicly available**, but based on legal industry benchmarks, the estimated **hourly rate** for this role falls around **€58 per hour (~£50 per hour)**.

Legal professionals at Trip.com typically work **40-48 hours per week**, with **limited overtime eligibility** unless specified in the contract. Compensation is usually structured as:

- **Base Salary** (around **£80,000-£120,000 per year** for EMEA Legal Counsel)
- **Bonuses & Stock Options** (performance-based)
- **Benefits** (pension contributions, health insurance, etc.)

Would you like me to explore **Trip.com's specific compensation structures** or similar roles at competitor firms?

who and what is and were are they based: EMEA Legal Counsel

EMEA Legal Counsel refers to **legal professionals** who provide **corporate legal support** across **Europe, the Middle East, and Africa (EMEA)**. These roles typically involve **contract negotiation, compliance, regulatory affairs, and risk management** for multinational companies.

Where Are EMEA Legal Counsels Based?

- **London, UK** – Many global firms have their **EMEA legal headquarters** here.

- **Dublin, Ireland** – A hub for **tech and financial legal operations**.
- **Mainland Europe** – Locations vary based on **company presence** (e.g., Germany, France, Netherlands).
- **Middle East** – Some firms have **regional legal teams** in Dubai or Abu Dhabi.

What Do EMEA Legal Counsels Do?

- **Draft & Negotiate Contracts** – Handling **cross-border agreements**.
- **Regulatory Compliance** – Ensuring businesses follow **local and international laws**.
- **Risk Management** – Advising on **legal risks** in corporate operations.
- **Litigation & Dispute Resolution** – Managing **legal disputes** across jurisdictions.

Would you like insights on **specific companies hiring EMEA Legal Counsel** or **salary benchmarks**?

how can i check the solisitor and there degrees

To check a solicitor's **qualifications and degrees**, you can use the following methods:

1. Solicitors Regulation Authority (SRA) – UK

- Visit the **SRA's official website**: www.sra.org.uk
- Use their **Solicitor Verification Tool** to check **registered solicitors** in England & Wales.
- This will show their **name, qualifications, and authorization status**.

2. Law Society Directories

- **UK Law Society**: www.lawsociety.org.uk
- **European Bar Associations**: Many countries have **bar directories** where you can check qualifications.

3. University & Education Records

- If you know where the solicitor studied, visit the university's **alumni or degree verification page**.
- Some universities require formal requests for **degree confirmation**.

4. Official Law Firm Websites

- Most law firms provide **profiles** of their solicitors, listing their **education, credentials, and expertise**.

Would you like me to **check a specific solicitor's details** for you?

no results uk

It looks like **Magali German** isn't listed in the **Solicitors Regulation Authority (SRA) database** in the UK. This could mean:

- They are **not a registered solicitor in England & Wales**.
- They may practice under a **different jurisdiction** (e.g., Germany, another European country).
- Their role may not require **SRA registration** (corporate legal counsel often operates differently than private solicitors).

If you're looking for **confirmation of their qualifications**, you could:

- **Check Trip.com Group's official website or LinkedIn profile.**
- **Look into European Bar Associations** (for Germany, France, or other EMEA countries).
- **Contact Trip.com Group's legal department** for verification.

Would you like me to explore **other registries or international legal directories**?