

**This is the 1st Email Sent!**

**01. 01<sup>st</sup>-Sent**

**Subject:** Ongoing Draft of Complaint - Update

**From:** Rewired (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

Dear Trip.com Customer Service,

I hope this message finds you well.

I am writing to provide an update regarding my ongoing complaint related to the recent travel experience booked through your platform. My journey took place from 8th January 2025 (departure) to 12th January 2025 (return). I wanted to inform you that I am still in the process of drafting a detailed complaint, which addresses the various issues I encountered, including misleading information, unexpected costs, and the associated inconvenience.

Please be assured that I am dedicating significant time and effort to thoroughly document my experience and the financial impact it has had. I aim to provide a comprehensive account that will help in resolving this matter effectively. Once the draft is complete, I will formally log the complaint with you and forward the completed document for your review.

In addition to Trip.com, I have also forwarded this update to EasyJet and SunExpress as these matters involve their services as well.

In the meantime, should you require any preliminary information or have any questions, please do not hesitate to contact me. Thank you for your understanding and patience.

Best regards,

Simon Paul Cordell

**Address:** 109 Burncroft Avenue, Enfield, London, EN3 7JQ

**Email:**

Re\_wired@ymail.com

**Tel:**

+44786421751

9

**CC:**

- EasyJet Customer Service (customer.service@easyjet.com)
-

**02. 02<sup>nd</sup>-Received**

**1 of 3 Emails for the second response!**

[[ Ref:196629071 ]] Subject: Ongoing Draft of Complaint - Update  
From: donotreply@easyjet.com

To: re\_wired@ymail.com

Date: Monday 24 February 2025 at 10:05 GMT

**THIS IS AN AUTOMATED RESPONSE – WE'RE SORRY, THIS MAILBOX IS NOT MONITORED Your enquiry**

We're sorry, this email address is not monitored.

The quickest and easiest way to get in touch is to chat with us. We're available 8 am – 5 pm daily and you can do everything through chatting with us that you can do if you call us, including taking secure payments. You can chat to us by visiting our [Help Page](#). If you prefer talking to us, you can call our Customer Services Team on 0330 365 500 between 08:00 - 17:00 (local time) 7 days a week. Alternatively, you can visit our [frequently asked questions](#) directly on our website.

If you do still need to email us, please use our online webform on the [Contact us](#) page.

**Managing & changing your booking**

If your email relates to an existing booking made directly on easyJet.com or the easyJet mobile app amendments must be made online via Manage Bookings on easyJet.com. You will need the email address used to make the booking and the password to access the account.

Our Customer Service Team are there to help customers who are unable to manage their bookings online or are in need of special assistance.

Changes that can be made online via Manage Bookings include:

- [Add hold items](#) including bags, sports equipment, and excess weight,
  - [Select or change a seat](#),
  - [Correct a spelling mistake on a passenger name or change the name of a passenger](#),
  - [Change the date, time or route of your flight](#)
- or [Obtain a booking or payment confirmation](#)

Please note: If your booking was made through a travel agent, please contact your travel agent directly.

**Compensation for Cancellations & Delays over 3 Hours**

If you are applying for EU261 compensation for a flight that was recently canceled or delayed by over three hours, you can only do this by completing our online [Compensation Claim Form](#) which allows a member of our Customer Services Team to assess your claim.

Reimbursement of expenses can only be claimed by completing our online [Expense Claim Form](#).

### Flight Status Updates

You can check your flight status online using our [Flight Tracker](#) which provides live departure and arrival information up to 48 hours in advance. Up-to-date general travel information is published on our [Latest Travel Information page](#). Kind regards, **easyJet**

### Customer Services



fly us: [easyJet.com](http://easyJet.com)

holiday with us:

[easyjet.com/holidays](http://easyjet.com/holidays)

tweet us:

[twitter.com/easyJet](https://twitter.com/easyJet)

friend us:

[facebook.com/easyJet](https://facebook.com/easyJet)

follow us:

[instagram.com/easyJet](https://instagram.com/easyJet)

[Mobile App](#)

### **02. 02<sup>nd</sup>-Received**

### **2 of 3 Emails for the second response!**

Failure Notice

From:MAILER-DAEMON@yahoo.com (mailer-daemon@yahoo.com)

To:re\_wired@ymail.com

Date: Monday 24 February 2025 at 10:04 GMT

Sorry, we were unable to deliver your message to the following address.

<[customer.service@sunexpress.com](mailto:customer.service@sunexpress.com)>:

550: 5.4.1 Recipient address rejected: Access denied.

[DU2PEPF0001E9C6.eurprd03.prod.outlook.com 2025-02-24T10:04:46.127Z

08DD542A196734AB]

----- Forwarded message -----

Dear  Trip.com Customer Service,

I hope this message finds you well.

I am writing to provide an update regarding my ongoing complaint related to the recent travel experience booked through your platform. My journey took place from 8th January 2025

(departure) to 12th January 2025 (return). I wanted to inform you that I am still in the process of drafting a detailed complaint, which addresses the various issues I encountered, including misleading information, unexpected costs, and the associated inconvenience.

Please be assured that I am dedicating significant time and effort to thoroughly document my experience and the financial impact it has had. I aim to provide a comprehensive account that will help in resolving this matter effectively. Once the draft is complete, I will formally log the complaint with you and forward the completed document for your review.

In addition to Trip.com, I have also forwarded this update to EasyJet and SunExpress as these matters involve their services as well.

In the meantime, should you require any preliminary information or have any questions, please do not hesitate to contact me. Thank you for your understanding and patience.

Best regards,

Simon Paul Cordell

**Address:** 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email:

Re\_wired@ym

ail.com Tel:

+44786421751

9

CC:

- EasyJet Customer Service ([customer.service@easyjet.com](mailto:customer.service@easyjet.com))
- SunExpress Customer Service ([customer.service@sunexpress.com](mailto:customer.service@sunexpress.com))

**02. 02<sup>nd</sup>-Received**

**3 of 3 Emails for the second response!**

On Monday 24 February 2025 at 10:08:31 GMT, 携程旅行网客户服务部

<[service@trip.com](mailto:service@trip.com)> wrote:

Dear Customer,

Thank you for your email.

For any further inquiries, you are welcome to chat with our Customer Support Team or contact 24/7 hotline.

Click here

<https://www.trip.com/help>

Email:

Flights: [en\\_flight@trip.com](mailto:en_flight@trip.com)

Hotels: [en\\_hotel@trip.com](mailto:en_hotel@trip.com)

Trains: [en\\_train@trip.com](mailto:en_train@trip.com)

Car Rentals: [en\\_car@trip.com](mailto:en_car@trip.com)

Others: [en\\_support@trip.com](mailto:en_support@trip.com)

Best Regards,

Hotline: (US) 001-8338960077 /(UK) 08081969996 /(Global Access) 0086-2132104669

[www.trip.com](http://www.trip.com)

### **03. 3rd-Sent**

"回覆" is Chinese, meaning "Reply" in English. It typically appears in email or messaging platforms to indicate a response to a previous message.

If this appeared in your inbox or correspondence, it's likely the header for a reply.

**Re:** 回覆 Subject: Ongoing Draft of Complaint Update

**From:** Rewired (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

Dear Trip.com Customer Service, EasyJet Customer Service, and SunExpress Customer Service,

I hope this message finds you well.

I am following up on my ongoing complaint concerning a travel experience booked via Trip.com, which involved flights operated by Trip.com, EasyJet, and SunExpress. The journey took place between **8th of January 2025 (departure)** and **12th of January 2025 (return)**.

In response to my initial communications, I received notifications from EasyJet and SunExpress. Unfortunately, my attempt to contact SunExpress resulted in an "**Undeliverable Notification**" due to a rejected recipient address. Additionally, EasyJet's automated response explained that their email address is not monitored, and I was directed to their website for further assistance.

Despite following EasyJet's instructions, attempts to use their online system to report the circumstances proved unreasonably complex, making it impossible to submit a detailed official document regarding my complaint.

Given these challenges and the fact that the booking was made solely through Trip.com, I believe it is practical and necessary to consolidate all correspondence and updates within Trip.com's platform for effective resolution. I also wish to commend Trip.com's professionalism in responding to my initial email. As such, I kindly request that this complaint be escalated and assigned to a "**Dedicated Caseworker**" who can comprehensively oversee all aspects of this case.

### **Key Aspects of the Complaint**

1. **Misleading Information**: Discrepancies in the travel and baggage details provided through Trip.com led to unexpected complications during my journey.
2. **Unexpected Costs**: I incurred additional charges at both Gatwick and Antalya airports, stemming from unclear baggage policies and enforcement inconsistencies.
3. **Customer Service Shortcomings**: The lack of clarity and limited support from all parties involved negatively impacted on the overall travel experience.

Despite these setbacks, I remain committed to working collaboratively to resolve this matter in a fair and expedient manner. Please confirm receipt of this email and advise on the next steps. I am prepared to provide further documentation or clarification, should it be required.

Thank you for your time and attention. I look forward to your prompt response.

Best regards, **Mr. Simon Paul Cordell**

**Address**: 109 Burncroft Avenue, Enfield, London, EN3 7JQ.

**Email**: [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com).

**Tel**: +447864217519.

**CC**:

- EasyJet Customer Service ([customer.service@easyjet.com](mailto:customer.service@easyjet.com))
- SunExpress Customer Service ([customer.service@sunexpress.com](mailto:customer.service@sunexpress.com))

### **04. 04<sup>th</sup>-Sent**

Re: 回覆 Subject: Ongoing Draft of Complaint - Update

From: Rewired (re\_wired@ymail.com)

To: service@trip.com

Date: Friday 28 March 2025 at 11:59 GMT

**Subject**: Follow-up on Previous Correspondence

Dear Trip.com Customer Services,

I hope this message finds you well.

I am writing to follow up regarding the two emails I have previously sent in relation to my ongoing complaint:

1. *Ongoing Draft of Complaint - Update*, sent on Monday, 24th February 2025, for which I received a response promptly.
2. *Follow-Up and Request for Dedicated Caseworker Regarding Complaint*, sent on Monday, 24th March 2025, which has yet to receive a response.

Given that the weekend begins tomorrow, I kindly request your assistance in providing an update on the status of my case by the end of the day. In particular, I am waiting to receive the name of a dedicated case handler to proceed with my compensation claim effectively.

Your attention to this matter would be greatly appreciated. Please let me know if further information or clarification is required from my side to expedite the process.

Thank you for your time and understanding. I look forward to your reply.

Kind regards, Simon Paul Cordell 109 Burncroft Avenue Enfield,  
London, EN3 7JQ

Re\_wired@ymail.com +44 7864 217519 On Monday 24 March 2025  
at 15:01:21 GMT, Rewired <re\_wired@ymail.com> wrote:

**Subject:** Follow-Up and Request for Dedicated Caseworker Regarding Complaint

Dear Trip.com Customer Service, EasyJet Customer Service, and SunExpress Customer Service,

I hope this message finds you well.

I am following up on my ongoing complaint concerning a travel experience booked via Trip.com, which involved flights operated by Trip.com, EasyJet, and SunExpress. The journey took place between **8th of January 2025 (departure)** and **12th of January 2025 (return)**.

In response to my initial communications, I received notifications from EasyJet and SunExpress. Unfortunately, my attempt to contact SunExpress resulted in an **“Undeliverable Notification”** due to a rejected recipient address. Additionally, EasyJet’s automated response explained that their email address is not monitored, and I was directed to their website for further assistance.

Despite following EasyJet’s instructions, attempts to use their online system to report the circumstances proved unreasonably complex, making it impossible to submit a detailed official document regarding my complaint.

Given these challenges and the fact that the booking was made solely through Trip.com, I believe it is practical and necessary to consolidate all correspondence and updates within Trip.com's platform for effective resolution. I also wish to commend Trip.com's professionalism in responding to my initial email. As such, I kindly request that this complaint be escalated and assigned to a "**Dedicated Caseworker**" who can comprehensively oversee all aspects of this case.

**Key Aspects of the Complaint**

1. **Misleading Information**: Discrepancies in the travel and baggage details provided through Trip.com led to unexpected complications during my journey.
2. **Unexpected Costs**: I incurred additional charges at both Gatwick and Antalya airports, stemming from unclear baggage policies and enforcement inconsistencies.
3. **Customer Service Shortcomings**: The lack of clarity and limited support from all parties involved negatively impacted on the overall travel experience.

Despite these setbacks, I remain committed to working collaboratively to resolve this matter in a fair and expedient manner. Please confirm receipt of this email and advise on the next steps. I am prepared to provide further documentation or clarification, should it be required.

Thank you for your time and attention. I look forward to your prompt response.

Best regards, **Mr. Simon Paul Cordell**

**Address**: 109 Burncroft Avenue, Enfield, London, EN3 7JQ.

**Email**: [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com).

**Tel**: +447864217519.

**CC**:

EasyJet Customer Service ([customer.service@easyjet.com](mailto:customer.service@easyjet.com))

SunExpress Customer Service ([customer.service@sunexpress.com](mailto:customer.service@sunexpress.com))

**On Monday 24 February 2025 at 10:08:31 GMT, 携程旅行网客户服务部**

**<service@trip.com> wrote:**

Dear Customer,

Thank you for your email.

For any further inquiries, you are welcome to chat with our Customer Support Team or contact 24/7 hotline.

Click here

<https://www.trip.com/help>

Email:

Flights: [en\\_flight@trip.com](mailto:en_flight@trip.com)

Hotels: [en\\_hotel@trip.com](mailto:en_hotel@trip.com)

Trains: [en\\_train@trip.com](mailto:en_train@trip.com)

Car Rentals: [en\\_car@trip.com](mailto:en_car@trip.com)

Others: [en\\_support@trip.com](mailto:en_support@trip.com)

Best Regards,

Hotline: (US) 001-8338960077 /(UK) 08081969996 /(Global Access) 0086-2132104669  
[www.trip.com](http://www.trip.com)

----- 原始郵件 -----

發件人: Rewired<[re\\_wired@ymail.com](mailto:re_wired@ymail.com)> 時間: 2025年02月24日 18:05

收件人: 攜程旅行网客户服务

部|[customer.service@easyjet.com](mailto:customer.service@easyjet.com)|

[customer.service@sunexpress.com](mailto:customer.service@sunexpress.com)

<[service@trip.com](mailto:service@trip.com)|

[customer.service@easyjet.com](mailto:customer.service@easyjet.com)|

[customer.service@sunexpress.com](mailto:customer.service@sunexpress.com)>

主題: [External]Subject: Ongoing Draft of Complaint - Update

Dear Trip.com Customer Service,

I hope this message finds you well.

I am writing to provide an update regarding my ongoing complaint related to the recent travel experience booked through your platform. My journey took place from 8th January 2025 (departure) to 12th January 2025 (return). I wanted to inform you that I am still in the process of drafting a detailed complaint, which addresses the various issues I encountered, including misleading information, unexpected costs, and the associated inconvenience.

Please be assured that I am dedicating significant time and effort to thoroughly document my experience and the financial impact it has had. I aim to provide a comprehensive account that will help in resolving this matter effectively. Once the draft is complete, I will formally log the complaint with you and forward the completed document for your review.

In addition to Trip.com, I have also forwarded this update to EasyJet and SunExpress as these matters involve their services as well.

In the meantime, should you require any preliminary information or have any questions, please do not hesitate to contact me. Thank you for your understanding and patience.

Best regards,

Simon Paul Cordell

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email: [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com)

Tel: +447864217519

CC:

EasyJet Customer Service ([customer.service@easyjet.com](mailto:customer.service@easyjet.com))

SunExpress Customer Service ([customer.service@sunexpress.com](mailto:customer.service@sunexpress.com))

**05. 05<sup>th</sup>-Received**

Last minute deals for Easter  
From: Trip.com (trip.com@newsletter.trip.com)  
To:re\_wired@ymail.com  
Date: Wednesday 2 April 2025 at 13:46 BST

**[05. 5th Received-Add.pdf](#)**

This is an advertisement from trip.com, while no acknowledgement of my latter formal emails.

**06. 06<sup>th</sup>-Made By Me, Making A Call.**

**[06. Trip.com-02-04-25-1655.MP3](#)**

I made a telephone call and

**07. 07<sup>th</sup>-Received**

Upload proof for your Order  
From: Trip.com (enflt\_noreply@trip.com)  
To: re\_wired@ymail.com  
Date: Wednesday 2 April 2025 at 16:48 BST



Booking No. 1653702646294295

**Upload proof for your Order**

Dear SIMON CORDELL,

Thank you for contacting Trip.com!

Please click on the 'Upload Proof' button below to submit your proof.

Please upload all materials within 7 days to ensure that subsequent processes proceed efficiently.

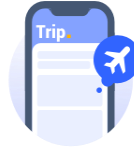
Once the proof is uploaded, our team will review the information that you have submitted and proceed accordingly.

**[Upload Proof](#)**

To facilitate your request, by continuing, you agree to upload relevant certificates and that Trip.com will synchronize such information with the necessary service provider(s).

For more information, please see our [Privacy Statement](#).

Thanks for choosing Trip.com.




### Real-time Flight Tracker


Stay updated on flight status anytime, anywhere, right from your phone

[Download Now](#)

 Free Internet calls

 Real-time flight status

 4.8/5 on App Store

 4.5/5 on Google Play

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Live chat with our customer support team 24/7 from anywhere in the world. [Learn More](#)



[Support in approx. 30s](#)

---

[Hot Topics](#)   [Booking & Price](#)   [Ticketing & Payment](#)  
[Booking Query](#) [Passenger Information-related](#)   

Please do not reply to this message. This email was sent from a notification-only email address that cannot accept incoming emails.

Do not forward this mail as it contains your personal information and booking details.

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**08.08<sup>th</sup>-Made**

[08.09-04-25.mp3](#)

09<sup>th</sup> April 2025 Time: 23:44

**09. 09th-Received**

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 10 April 2025 at 00:19 BST



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

**Great deals with reliable service**

Thank you for choosing Trip.com

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**10. 10<sup>th</sup>-Sent**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From: Rewired (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

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



**10. 10th Sent-New-Compensation-Claim-for-Trip.pdf**  
**2.9MB.**

“Si-Note: This File was the wrong file and was addressed in the next email, before reply.”

### **11. 11<sup>th</sup>-Received-Sent**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From: Rewired (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

Dear Karl,

Thank you again for your prompt follow-up regarding my flight from London to Antalya (order no. 1653702646294295).

I wanted to inform you of an oversight in my previous email. I mistakenly attached a draft version of my claim letter, which I had been reviewing last night. This draft contains different color text and annotations that were part of my revision process.

Please find attached the final, up-to-date version of my claim letter, which has been carefully revised to ensure accuracy and clarity to my fairest ability. I kindly request that you refer to this corrected document when moving forward.

I appreciate your understanding and assistance in this matter. Please let me know if you require any additional documentation or clarification regarding the claim.

Thank you for your cooperation and continued support.

Best regards, Simon Cordell



10. 10th Sent-Claim-for-TripCom.pdf  
2.8MB



10. 10th Sent-Claim-for-TripCom.docx  
936.8kB

**Si-Note:** I have included the attachments in email 15 as Trip.com said they never received them, due to size!

## **12. 12<sup>th</sup>-Received**

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

---

**Great deals with reliable service**

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.

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Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

**13. 13<sup>th</sup>-Received**

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 **01:18** BST



Dear Simon,

Thank you for choosing 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

---

**Great deals with reliable service**

Thank you for choosing Trip.com

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Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

**14. 14th-Received**

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: **Saturday** 12 April 2025 at **01:49** BST



Dear Simon,

Thank you for choosing [Trip.com](#).

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

We hope this email finds you well. We wanted to follow up on the email we sent you about your refund request. It appears that we have not received a response from you in the past 24 hours.

We understand you may be busy, and it's possible you no longer require further assistance from us. To respect your time and avoid unnecessary emails, we will refrain from sending further emails and consider the matter closed unless we hear otherwise from you.

We appreciate your understanding.

Best Regards,

Jobert  
Customer Success Team

---

**Great deals with reliable service**

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.

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Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

**15. 15<sup>th</sup>-Sent**

**Re:** Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

**From:** Rewired (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

Dear Trip.com Customer Service,

I hope this email finds you well. I am writing to follow up regarding the ongoing claim associated with my recent travel booking (Booking No. 1653702646294295).

It has come to my attention that there may have been an issue with receiving the attachments included in my previous correspondence. After reviewing my email records, I can confirm that all attachments, including PDF files and other relevant documents, were sent successfully on my end.

To ensure a smooth resolution, I have attached the following files once again:

- A PDF & Docx file, copy of the claim, this includes all receipts.
- A comprehensive copy of all correspondence exchanged to date.

Additionally, I would like to bring to your attention the fact that it was:

1. Karl from the Customer Success Team.
  - who I sent the attachments to and:
2. Jobert, who has followed up since on the baggage issue.

By consolidating this information, I hope to facilitate a more streamlined review process. Please confirm receipt of this email and attachments at your earliest convenience. I look forward to your reply with updates on the next steps.

Thank you for your time and attention to this matter.

Best regards, Simon Paul Cordell



11. -10. 10th Sent-Claim-for-TripCom.pdf  
2.8MB



11. -10. 10th Sent-Claim-for-TripCom.docx  
936.8kB



All-Emails-TripCom-and-Co.docx  
1.7MB

**Verification Links:**

- **ClaimScore Real-Time Claim Validation**: Provides data-driven backend analysis for claim validation.
  - **Consulting Fees Guide**: Offers insights into determining consulting fees with pricing analysis.
  - **Average Consulting Rates By Industry**: Provides industry benchmarks for consulting rates.
- 1) **ClaimScore Real-Time Claim Validation**: <https://www.claimscore.ai/solutions/real-time-claim-validation>: Provides data-driven backend analysis for claim validation.
  - 2) **Consulting Fees Guide**: <https://www.consultingsuccess.com/consulting-fees>: Offers insights into determining consulting fees with pricing analysis.
  - 3) **Average Consulting Rates By Industry**: <https://consultingmavericks.com/start/other/average-consulting-rates-by-industry/>: Provides industry benchmarks for consulting rates.
- a) These resources can help verify the estimated fees and ensure they are fair and competitive.

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### **Detailed Compensation Claim for Simon Paul Cordell**

**Name:** Simon Paul Cordell

**Address:** 109 Burncroft Avenue, Enfield, London, EN3 7JQ

**Email:** [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com)

**Tel:** +447864217519

**Date:** 22nd January 2025

**Subject:** Request for Compensation Due to Misleading Information and Associated Costs - Stansted Airport

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[Right Click This Link In “Word” To Open And Close All Collapsible Links!](#)

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## **Detailed Sections**

### **01. Introduction**

Dear “Trip.com” Customer Service,

I am writing to raise a formal compensation claim for a distressing experience using your platform. This experience caused extensive financial burdens, logistical challenges, and emotional distress to myself and my travel companion. The following sections detailed the series of issues encountered due to misleading information and errors on your platform, supported by comprehensive evidence. These include significant complications caused by Trip.com's mismanagement of bookings with EasyJet and SunExpress airlines.

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### **02. Background Information**

On **18<sup>th</sup> of December 2024**, I booked a round-trip flight from London to Antalya through Trip.com, and this included an additional baggage allowance. However, unclear and inaccurate information presented on your platform led to numerous instances of avoidable charges, confusion, and disruptions during both outbound and return journeys that are operated by EasyJet and SunExpress airlines. The issues we faced stemmed from Trip.com’s unclear and misleading presentation of baggage policies, compounded by failures to update paid-for allowances, leading to unexpected charges and logistical problems throughout the trip.

#### **1) Cumulative Costs**

- b) The sections below provides a detailed account of these events, supported by corresponding evidence and a breakdown of the financial losses incurred.

#### **2) Cumulative Costs (Without Legal and Analysis Fees)**

- a) **£216.90** – Paid to Trip.com, which included the first baggage fee, flights, and other services.
- b) **£53.40** - Train Fares Omio & Co, : Exhibit: C: OMIO-23-12-1439
- c) **£51.50** – Taxi fares for airport transfers disrupted due to travel delays and errors.
- d) **£40.00** – Additional baggage fee paid at Gatwick Airport due to the error.
- e) **£46.00** – Train fares from Gatwick to Luton Airport after missing the original flight.
- f) **£23.00** – Food and drink expenses incurred at Luton Airport while waiting for the rescheduled flight.
- g) **£69.63** – Additional baggage fee paid at Antalya Airport for the return flight.

h) **£120.32** - Hotel Due to Disruption

**Total (Without Legal Fees or Website Analysis Fees): £621.75.**

**£216.90 + + £53.40 + £51.50 + £40.00 + + £46.00 + £23.00 + £69.63 + £120.32 = £621.75.**

**3) Cumulative Costs (With Legal and Analysis Fees)**

- a) **£12,327.50** – Solicitor fees and related legal expenses.
- b) **£8,500.00** – Fees for professional analysis of Trip.com’s website to document misleading practices.
- c) **£197.94** – Other associated legal expenses.
- **Grand Total (Including Legal Fees): £21,647.19.** *‘As detailed below!’*

**4) Summary:**

- My compensation claim highlights my “**Cumulative Evidence And Supported Costs**” totaling to **£21,647.19**, this cost cumulates my direct expenses, legal fees, and analysis fees, for the disruptions and unnecessary charges caused by misleading and erroneous caused by information on the Trip.com platform. These failures directly impacted on my interactions with both EasyJet and SunExpress.

**5) Request for Full Refund and Additional Costs:**

- To address the financial and emotional losses caused by Trip.com’s misleading information and errors, I kindly request the following resolutions:
  - Reimbursement of all additional expenses incurred due to the errors, £197.94 + £621.75 = £819.69, totaling **£819.69**, (excluding legal and analysis fees) inclusive of £3,550.00 + £7,087.50 + £1,690.00 + £8,500.00 = **£20,827.50** in legal fees.
  - Confirmation of reimbursement for all fees, currently estimated **£21,647.19**

**a) Improved Transparency and Communication:**

- For Trip.com and EasyJet as well as Sunexpress Airlines to all implement within their advertisements, e.g. “**Website Based And Other**” that of better detailed text-based explanations, alongside visual guides for baggage policies and other booking elements to prevent future misunderstandings and this is to include clear, visible information regarding what additional payments include, with no hidden costs. “**Reasons & Examples To Why Are Provided Below!**”

**b) Future Policy Changes:**

- A commitment that is adhered towards to ensuring all customer interactions meet Higher Standards of clarity and transparency, supported by improved training for customer service teams, for all issued raised in this Claim Letter.

**c) Compensation for Emotional Distress:** “**Exhibit: M**”

- Compensation for the undue stress, inconvenience, and disruption caused to myself and my travel partner, significantly impacting on the quality of our holiday and afterwards.

### 03. Journey Details

#### 1) Booking Hotel & Flight with Transport to the Airport

- On **December 18, 2024**, I booked a round-trip flight from Antalya to London through 'Trip.com.' During the booking process, I selected and paid **£44.70** for an additional **15kg** suitcase allowance, ensuring it was explicitly booked in **my name** to avoid any misattribution. This payment, as per the website, was understood to cover both outbound and return journeys. At the same time, I also booked a hotel for myself and a companion to ensure seamless arrangements for our holiday.
  - **Caption For Receipt: £216.90. Exhibit: A: "Trip.com"-19-12-24-1020. 'As Exhibited in Enclosures below!'**
  
- On **21<sup>st</sup> of December 2024**, we booked a cab well in advance of our departure date of **08<sup>th</sup> of January 2025**, to ensure timely arrival at Gatwick Airport. This was necessary as the Brimsdown Train Station, what is my closest Train Station, did not have any early trains running to London Bridge to connect us to Gatwick. Booking the cab was our only viable option, and the travel arrangements were arranged by Trip.com for both the departure and return journeys.
- We are not claiming reimbursement for after arriving at Gatwick Airport and leaving to travel home as it was missed due to train delays, and this is explained in further detail below! The taxi was book and cost £51.50 each way as Exhibited below.
  - **Taxi Fare: £51.50 Exhibit: B: Taxicode - Book and Compare Taxi, Minibus, and Coach Hire Prices. 'As Exhibited in Enclosures below!'**
  - **Web linked: [Taxicode • Book and Compare Taxi, Minibus and Coach Hire Prices](#)**
  
- Additionally, using omio.com, we booked train tickets from London Bridge to Gatwick Airport for **£53.40**, as this provided us with a smooth and straightforward connection.
  - **Train Fare: £53.40 Exhibit: C: OMIO-23-12-1439. 'As Exhibited in Enclosures below!'**
  - **Web linked: <https://www.omio.com>**

#### 2) Leaving My Home in a Cab on the 08<sup>th</sup> of January 2025.

- Before the cab arrived, I printed all receipts out twice that would be needed. The cab arrived at my home in time for us to leave and arrive at London Bridge Station at the correct time. The cab driver was friendly.

#### 3) At London Bridge Train Station

- **As a Note:** We waited for the train to arrive and ordered some food from Greg's, which was nicely located in the train station, until it was time for our departure to Gatwick Airport. Once on the train, we soon arrived at the airport with our two small suitcases and additional larger luggage. The train ride was on time and had pleasant scenery along its route.

#### 4) **Outbound Journey: Gatwick Airport "Inside the Airport"**

- Everything started to go awry once we stepped inside Gatwick Airport, as our minds began to process everything that followed. The travel information boards hung from the ceiling, displaying our departure gate number along with other crucial details. As we noticed the screens, we both hurried to a position where we could see the text clearly. It quickly became a game of wits to see who could determine our gate number first. My friend said the gate number before I did, and I pointed out that I had already seen it on the way into the airport.
- We rushed over to the gate and found the "**EasyJet**" section. As we queued, I placed my larger suitcase onto the conveyor belt where it would be weighed and checked in. We believed we could watch the suitcase travel along the short conveyor system, disappearing into a concealed area, where the trusted staff would oversee it for security before loading it onto our plane. However, as I touched my passport to the machine as requested, it denied my authorisation and asked me to pay an additional **£40**. I quickly thought over the situation and quietly said to my travel partner ... **'Here We Go, It's Not Working,' "The Baggage Check-In Process Failed."** she looked into my eyes, and I quickly reassured her that, **"I Paid For It Already."**
- To rectify the situation, I asked my travel partner to kindly seek help from an "**EasyJet**" assistant. While she walked away, I rushed to pull out my phone to show the emails and receipts to whoever could assist us. I also managed to rummage through the printed documents I had prepared earlier.
- My travel partner soon returned with an "**EasyJet**" staff member. I was **100%** sure I had paid for the service through the "**Trip.com**" website, and I quickly logged into my phone to show the receipts. The staff member began to assist us by reviewing the system I had just used. She explained that the large suitcase had not been booked onto the plane because the payment had not gone through. We shared our receipts with her, hoping to prove our point, but she informed us that "**Trip.com**," our booking advisor, had misled us into thinking we had paid for baggage when, in reality, we had only paid for the allowance to carry an extra suitcase, which was not reflected in their systems.
- She attempted to fit the suitcase in a measurement area and noted that it would barely fit, reassuring us, she advised us to hurry upstairs to check ourselves and our luggage in again. After hearing this, we rushed upstairs in the airport to check in at customs, hoping to make it to our departure gate before it closed, next after hearing

this we both hurried upstairs into the airport to book ourselves and our luggage into customs so, we could then head off to our departure gate in time.

- At the passport check-in stage, we scanned our passports and were granted access to the next section of the airport. However, as we approached the conveyor belt to place our suitcases on it, staff stopped us and informed us that we could not take the larger suitcase this way. We explained what we had been told by the staff member downstairs to bring it up here, but this member of staff who was the Second Airport employee reiterated his decision. He insisted that we had to go all the way back downstairs and essentially repay for the luggage. He urged us to hurry, as we needed to return upstairs and start queuing all over again.
- We dashed back downstairs, found the same woman who had helped us earlier, and she rushed us to the machine. We placed the bags back onto the conveyor, checked in the suitcase again, and ended up paying another **£40**.
  - **Caption For Receipt:** £40:00 *Exhibit: D: “EasyJet”-09-01-25—1051. ‘As Exhibited in Enclosures below!’*

#### **5) Stuck Inside Of The Airport And A Missed Flight**

- We then had to run back upstairs into the airport for the second time and go past the passport ID check-in stage to reach the departure gate, only to find it closed through no fault of our own. We had done everything on time and correctly, even paying additional fees, but we were both misinformed at the airport due to the errors caused by the **“Trip.com”** website, but unfortunately, this was not made clear to us until we were back home. After reaching the Departure Gate and discovering it was closed, things worsened for us as we realised that we were then trapped in the airport. It turned out that nobody other than staff could exit the airport's departing section where we were confined; we were stuck within the building, as this is standard procedure unless you have boarded a plane and departed.
- We tried to grasp the situation, but our efforts yielded no positive results. Not only had we missed our flight, but now we were also trapped in the airport. Looking around, we wandered in and out of the duty-free shops, asking different staff for help, but no one could assist us as they only worked for those departments. As we continued searching for someone who could advise us, it became increasingly frustrating as **“Airport Staff”** seemed to be hidden from our view.
- After some time wandering around, we came across another family with children. We exchanged our frustrations and realised they had missed the same flight as us as well. Together, we decided to work as a team to find a way out of the airport. Eventually, we spotted an airport cleaner who was working nearby. Everyone rushed over to him, trying not to overwhelm him with our worries. He knew the answers we desperately needed and advised us to go to the only **“Information Desk”** that was open.

- Once we found the **“Information Desk.”** we realised it was a **“British Airways Information Desk.”** To our dismay, there were no staff present to assist us. I could see two other families already queuing in front of us. Knowing this was the only Information Desk available in the airport and being for **“British Airways”** it became a troubling realisation for us, as after what felt like an eternity, ended as a British Airways staff member finally arrived, and we awaited our turn, to speak about our concerns.
- The lady greeted us by saying, **“Hello, can I help you?”** We explained our predicament, only for her to say, **“Sorry, we cannot help you as we are; “British Airways” and not “EasyJet.”** Stepping back from the queue, we found ourselves unsure of what to do next while stuck inside of the **“Gatwick Airport.”** I decided to keep my eyes on the only staff member we could see, who was the lady at the British Airways information desk. The rest of the group continued to wonder around asking, other staff members for help about how to get out of the Airport, but anyone they approached just sent them back to the British Airways desk, to where I was standing.
- I stayed close, watching the lady at the desk, and after some more time I finally approached her, I politely asked, **“Please, can you help us by contacting someone?”** She responded, **“Wait there, and I will contact someone from EasyJet, as all their offices are on the other side of the airport.”** After a moment, she informed us that someone would be on their way to collect us.
- Eventually, an EasyJet assistance personnel member arrived and explained that **“They Never Have Staff On the Departure Side Of Gatwick Airport,”** and that their offices were on the other **“Return Side.”** He reassured us that he would take us to our luggage and then to their offices, where we could speak with a **“EasyJet”** supervisor who might be able to put us onto the next flight.
- After a long walk and collecting our language, we arrived at the other side of the terminal where EasyJet staff and offices could be found then we were directed into the terminal and told to approach, other **“EasyJet”** staff, and ask to see the supervisor. Once we did this those staff tried to advise us away from them, but we all reiterated, as we explained that we were told to ask them for further advice. We and the family who had missed the plane with us were all then told by the **“EasyJet staff”** to wait for a person in a blue suit to be seen and approach him or her as that will be the supervisor. We spotted a man in a blue suit sooner than expected and approached him, but lacking the energy to rush to him as we did with the airport cleaner. Another staff member attempted to stop us again, but we explained that we needed to get to the supervisor before he disappeared. The staff member replied, **“Well, you better hurry up then.”**
- We explained everything to the supervisor, and I asked if we could be placed on the next flight since this was not our fault. The EasyJet supervisor stated he would

charge us **£110 each**. We explained again that this was not our fault and that we had received erroneous information regarding our luggage. He continued to insist that we must pay and began typing on his computer. He also requested the names of both the male and female EasyJet staff members from earlier, who had sent us on this wild goose chase. According to his records, we had not paid for any baggage at all and demanded proof that we had **“Paid Twice.”** I showed him my receipts and reiterated that I could not identify the staff members, stressing the importance of getting on a flight as I had a dental appointment.

- After some deliberation, he accepted that what we were saying was true. He then informed us that there would be no more flights from Gatwick to Antalya until **January 10, 2025**, and that the next available flight would be at **8 Am** on that date. However, he offered to place us on a flight from **“Luton Airport”** if we could get there within the next **“Two Hours.”** I questioned whether it was feasible to reach Luton Airport without a plane or a car in time and he replied that it would be a very tight fit.
- The EasyJet supervisor then began typing on his keyboard to change our flights. He assured us that he had booked our luggage onto the plane. I asked if the luggage was booked for both the outgoing and return flights, and he confirmed it was. He instructed me to take a screenshot of his computer, and we then began our hurried journey to Luton Airport.
  - **Caption For Receipt:** Exhibit: E: **“EasyJet” Supervisor Manager Computer Screenshot.** *‘As Exhibited in Enclosures below!’*
- Change of flight booking and receipt of paid for seats **0102 HK** and **0202 HK** and luggage.
- Also, notice the numbers **“1”** and **“2”** after the # hash key, in the **“EasyJet” Supervisor Manager Computer Screenshot,**” as these represent the three suite cases that we had to pay again for.
- There is also another fact being that in the **“EasyJet” Supervisor Manager Computer Screenshot,**” the seats were put apart from one to the other, when they were paid to be beside each other, as invoiced below... Seats **0102 HK** and **0202 HK**.
  - a) **Paid Seats:** £10.10 x2
  - b) **Paid carry-on-Baggage:** £ 40.50 x1
  - c) **Auto-Check-In:** £1.50x4
  - d) **Paid Flights, Total Paid:** £216.90
  - e) **Caption For Receipt:** Exhibit: F: **“Trip.com”** invoice of purchases. *‘As Exhibited in Enclosures below!’*
  - f) **Caption For Receipt:** Exhibit: G: This is a text version extracted from the image above of the quoted invoice. *‘As Exhibited in Enclosures below!’*
  - g) **Total Paid** £216.90

- Also, **“Ticket Fare”** and **“Taxes & Fees”** are unfairly both grayed out in this section of the website as captioned by us.

#### 6) **To Luton Airport from Gatwick**

- We had to rush to Luton Airport from Gatwick by use of the Gatwick Airport Shuttle, which operates frequently and provides a quick and convenient way to transfer between the two terminals. The Terminal Shuttle was free, but the train to Luton was not and cost us an additional **£23 each**.
  - **Caption For Receipt: £23.00 + £23.00 = £46.00.** *Exhibit: H: Train Tickets X2 from Gatwick Airport to Luton Airport. ‘As Exhibited in Enclosures below!’*

#### 7) **Once at Luton Airport**

- Once at the airport of Luton we needed to get food and drink at an additional cost and the receipts are included from Burger King, this was while we were stationary inside of the terminal awaiting and is quoted for two as requested back in compensation.
  - **Caption For Receipt: £23.00.** *Exhibit: I: Food and Drink Expenses: Luton-Airport-BurgerKing-09-01-25 -1051.* ‘As Exhibited in Enclosures below!’

#### 8) **Return Journey: Antalya Airport “On The Way Home”**

- **Brief Description:** On **12<sup>th</sup> of January 2025**, the Flight from Antalya to Gatwick was with **“SunExpress Airlines”** and we were Traveling back on **12<sup>th</sup> of January 2025!** I had prior booked the flights when at home and from **“Trip.com’s”** Website and within that site, I specifically navigated to a section in Trip.com’s website where they sold to me as titled an **“Additional Baggage Allowance,”** and this detail became central to the return section of our travels also due my interaction with the **“SunExpress Airline”** staff as I attempted to check in.
- **What Happened:** On our return home we received a prompt pickup from our hotel by the Dentaflly cab, we arrived at the airport with plenty of time to spare. However, when we approached the check-in counter to register our suitcases, a staff member from **“Sunexpress”** informed us that we needed to pay an additional fee for our baggage.
- We presented all our receipts to the staff member, explaining that a manager at Gatwick had previously provided us with a screenshot from his system. He had assured us that all our luggage was accounted for, including the return journey, when he transferred us from Gatwick to Luton. The staff member, however, insisted that the booking agent had only covered the cost of the tickets, which were **£30 each**, and suggested we should resolve the issue with Trip.com after our flight.
- Adding to our understanding of that present time, she clarified that the booking agent had not paid for any luggage on the return trip, only for the outbound

journey. She displayed plastic cards showing various suitcase sizes and weights, with associated fees for each option. **“I Pointed Out That Our 15kg Bag Was Incorrectly Classified In The Free Baggage Section Rather Than As Carry-On.”** Additionally, I noted that **“We Had Paid For One Carry-On Bag For Both Legs Of The Trip,”** but **“The Return Segment Was Mistakenly Attributed To A Second Passenger Departure Rather Than Myself, In The Free Section After Paying For It.”**

- Despite our explanations and evidence of the booking error made by **“Trip.com,”** she still required an additional payment, and I had no choice but to comply. At the time we were not fortunate to get justice about paying all these additional fees, as we still had not completely worked out what had happened until I got home and done a review and analysis. The **“Sunexpress”** assistant offered a discounted rate for our **“Two Small Suitcases That Was Our Personal Items,”** and **“One Larger One, As Carry-On Baggage”** at an additional cost of **£69.63.**
  
- **Clarified Account of the Baggage Issue:**
  - 1+ **Initial Booking on Trip.com:**
    - a. **Two 15kg Bags Added to "Free Baggage Allowance":**
      - During the booking process, two 15kg bags were categorised under **"Free Baggage Allowance,"** but Not the **"Paid-For"** section, unrecognised by us and at no fault of our own.
  
    - b. **Website's Misleading Layout:**
      - Trip.com's division of **"Free Baggage Allowance"** and **"Paid-For Baggage Allowance"** into separate sections in their website caused significant confusion. This layout made it unclear that the 15kg baggage purchased should have also been recorded under **"Paid-For-Section"**
  
    - c. **Misinterpretation of Free Allowance:**
      - The website displayed 15kg added under **"free,"** creating the assumption that this allowance applied to both outbound and return journeys. At the time, it wasn't evident that EasyJet already permits 15kg for free.
  
  - 2+ **Additional Confusion Before Payment:**
    - a. **Faulty EasyJet Video Link:**
      - Attempting to verify details using EasyJet's video only added to the confusion as the link provided on their website did not function properly.
  
    - b. **Incorrect Classification of Purchased Baggage:**
      - It seemed as if the 15kg bag, which was intended to be categorized under **"Carry-On Baggage"** as **"Paid For,"** after I purchased it was instead incorrectly placed in the free section, but due to the paid for and free section being divided across the webpage concluded to there only

being a free section after payment of my additional baggage, which seemed as if it included free and paid for details. This misplacement of the **“Paid For,”** and **“Free Baggage Allowance,”** which are divided into separate sections of the webpage, suggested that the baggage allowance had been fully accounted for, despite it being a booking error and there being no payment for baggage in the paid for section once paid for and the additional issue of there being two different sections in different places of the website page.

### **3+ Discovery of the Issue During Travel:**

#### **a. Empty Bag on Outbound Journey:**

- The 15kg bag was left empty during the outbound leg and was intended for gifts and presents to be carried back on the return journey.

#### **b. Return Journey Mistake:**

- Upon returning, it was discovered that the 15kg allowance purchased had not been correctly added to the itinerary as it should have been. Although the purchased allowance was confirmed during booking, it did not appear in any rightful places in the travel documents or booking system.

#### **c. Mistaken Belief in Platform Efficiency:**

- The assumption was that Trip.com would manually rectify discrepancies as part of their service commitment. Unfortunately, **“This Intervention Never Occurred.”**
- We initially believed this issue to be a part of the standard booking process, due to time. We assumed that Trip.com, as part of their commitment to providing quality service, would intervene manually to ensure the accurate inclusion of the purchased baggage allowance in the system at some stage of time. Unfortunately, this did not happen, and Trip.com failed to meet our expectations for service quality, leaving the issue unresolved.

### **4+ Incident at Antalya Airport:**

#### **a. Misleading Display by SunExpress Staff:**

- At Antalya Airport, a SunExpress staff member provided plastic cards that showed suitcases could not qualify as personal items or carry-on baggage. These further contradicted their own policies and caused confusion.

#### **b. Demand for Additional Payment:**

- Despite evidence of prior payment and explanation of Trip.com’s error, SunExpress still required an additional **£69.63**. Although a discount was provided, the payment was unfairly unavoidable.

#### **c. Disregard for Paid Baggage:**

- The staff member insisted on charging for the small suitcases and the larger 15kg bag, due to them all being suitcases and was very adamant about this.
- The Larger 15kg was the only suitcase that should have been properly classified as carry-on baggage under the paid-for section, but it was not. In the itinerary, it states: **“Return Flight 1 Piece Per Person, 4kg Each. Our Small Suitcases Were Well Within The Permitted Size And Weight Limits,”** for small personal carry-on baggage. Despite this, the SunExpress staff ignored this detail, and the supporting evidence presented, continuing to request additional payment as they were all suitcases and the larger one not being registered. This action compounded the financial burden already incurred due to Trip.com’s initial mismanagement and the systemic lack of proper communication.

**5+ Post-Journey Realizations:**

a. **Understanding of Free Allowance:**

- After the trip, it was understood that EasyJet allows 15kg under the free baggage allowance regardless, meaning the purchased allowance should never have been classified as **“Free”** nor was it classified as **“Paid-For”** even aloe it had.

b. **Systematic Failure:**

- Trip.com’s booking and communication failures resulted in avoidable financial losses and logistical challenges. The platform’s misclassification and lack of clarity contributed significantly to the issues encountered.

**Additional Costs Related to Baggage and Travel:**

- **Additional Baggage Fee at Antalya Airport:** £69.63 (**Exhibit J: Antalya Airport Baggage Fee**)
- **Missed Cab Fare at London Bridge:** £51.50 (**Exhibit K: Receipt unavailable due to other ongoing matters**)

**04. Analysis and Findings**

- After returning home, I conducted a comprehensive review of my experience with Trip.com to identify the causes of our sufferings.
  - a) **Other key issues identified include:**
    - 1+ **Lack of Detailed Breakdown:** Trip.com failed to provide an itemized breakdown of taxes, fees, and surcharges during the booking process, leaving customers unaware of what they were paying for.
    - 2+ **Inconsistent Information:** The "Farecards" displayed during the booking process varied between searches, causing significant confusion about what was included in each fare option.

**3+ Misleading Practices:** The reliance on visual aids without clear textual descriptions suggested additional fees unnecessarily, creating further confusion.

**4+ Impact on Passengers:** These hidden costs imposed unexpected financial burdens on passengers, contributing to a negative overall experience.

- Trip.com failed to provide a detailed breakdown of these fees, leaving customers unaware of what they were paying for.

b) **Request for Hidden Taxes and Fees Resolution:**

- I would like to inquire about the specific breakdown of the taxes and fees, as this information is not readily available on your website. Please let me know how this discrepancy can be resolved and provide me with a detailed breakdown of the charges. I have included screenshots of these "**Farecards**" and included them below for your reference.

2) **Inconsistent Baggage Policy Presentation:**

- The baggage policy relied on color-coded icons and generic labels, which were inconsistent and failed to clarify key details.
- A critical error occurred when the additional baggage allowance purchased for my trip was not correctly reflected in airline systems. This led to extra charges at Gatwick **£40.00** and Antalya **£69.63**.

3) **Baggage Policy Manipulation of Personal Items and Carry-On Policies:**

a) **Baggage Policy Manipulation**

- Travel agents and booking platforms, including Trip.com, frequently manipulate customers into believing they need to pay for any suitcase to be brought on holiday. This manipulation is achieved through:
  - 1+ **Misleading Visual Aids:** Depicting only rucksacks as to being allowed for use when carrying on an airplane Personal Items, creating a false impression that suitcases are not permitted without extra fees.
  - 2+ **Lack of Clear Text Descriptions:** Failing to provide clear text-based explanations that suitcases are allowed as carry-on baggage for the use of personal items and vice versa.
- Airline policies for "**99%**" of carriers generally allow a range of "**Personal And Carry-On Items**" including "**Small, Medium, And Large Suitcases**" provided they meet "**Weight And Size Regulations.**" Misleading representations on booking platforms lead passengers to believe otherwise.
- **Uniform Manipulation Across Platforms:** The systematic use of these practices by booking agents creates widespread confusion and often results in passengers incurring unnecessary fees.
- **The Video Link That Did Not Work in EasyJet's Website but I Got It Too Anyways:**
  - **Extract for "EasyJet":** Exhibit A1, above!

- [horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.TripComAndAirlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/](https://horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.TripComAndAirlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/)

- Contradicting information is advertised in “**EasyJet’s**” “**webpages**” and “**Video,**” as demonstrated in the “*Trip.com Customer Experience and Service Evaluation.*”

#### 4) **Service Discrepancies:**

- Services purchased through Trip.com did not align with the expectations set during the booking process. For instance:
  - a. The baggage allowance was advertised as covering both legs of the trip but was only applied to the outbound journey.
  - b. Customer support failed to resolve these issues promptly or provide sufficient assistance, leading to further inconvenience and financial losses.

#### 5) **Negative Customer Experience:**

- The user experience on Trip.com was riddled with inconsistencies, such as:
  - a. Critical policy updates or terms communicated via small pop-ups that were easy to miss.
  - b. Lack of a clear escalation path to resolve errors encountered during the booking process or at the airport.

#### 6) **Conclusion:**

- In conclusion, this section highlights the need for transparent, clear, and accurate communication regarding baggage policies. Providing specific examples, consistent textual descriptions, and eliminating deceptive visual aids as this will help prevent confusion and ensure a fair travel experience for passengers.

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## 05. **Impact**

### **Impact Statement**

#### **Exhibit: M**

##### 1) **Suffering and Loss**

The events surrounding this trip have profoundly affected both my travel partner and me, leading to significant emotional, physical, and financial distress. These impacts, caused solely by errors, mismanagement, and misinformation from service providers, have continued to affect us long after the trip, resulting in undue stress and discomfort.

- **Stress and Anxiety:**

- a. Repeated baggage issues and misinformation caused overwhelming stress throughout our journey.

b. The anxiety of potential additional fees, flight disruptions, and lack of clear assistance disrupted our ability to enjoy the holiday.

- **Financial Strain:**

- a. **Cumulative Unexpected Costs:** Including baggage fees (£69.63 + £40), transportation (£46), and food (£23), have imposed a heavy burden on us, escalating a total of out-of-pocket losses to **£621.75**, excluding legal and analysis fees.

- **Disruption and Inconvenience:**

- a. Incorrect baggage information and errors in communication disrupted our planned itinerary, leading to missed flights, emotional turmoil, and delayed resolutions at airports.
- b. Being trapped within airport departure zones, with limited resources and unresponsive staff, added to the distress.

- **Emotional Distress and Physical Discomfort:**

- a. Lack of support and recurring misinformation triggered feelings of helplessness, compounded by frustration while managing unexpected disruptions.
- b. Long hours at the airport without rest led to severe physical exhaustion and discomfort.

## 2) **Ongoing Financial and Emotional Toll**

The ramifications of the trip's failings did not end upon returning home. Since **12th January 2025**, I have dedicated extensive time and energy toward addressing the resulting injustices, exacerbating my financial and emotional strain:

- **Emotional Impact:**

- a. The constant reminders and necessity to review painful events have prolonged the emotional strain initially caused during the trip.
- b. Pursuing justice has interrupted my daily life and personal well-being.

- **Financial Impact:**

- a. Efforts to recover compensation for the ongoing costs, coupled with unpaid legal fees totaling **£12,327.50**, highlight the extent of the financial losses incurred.

## 3) **Daily Compensation Rate**

To further illustrate the extent of the stress endured while seeking resolution, I present the following:

- **Stress Compensation Fee Calculation:**

- a. **Daily Fee:** £50 (representing the mental/emotional toll).
- b. **Total Days Worked Under Stress:** 60 (from **12th January 2025** to **12th March 2025**).

c. **Subtotal:** £3,000 (currently not being charged).

This fee aligns with my legal rights under the “**Consumer Rights Act 2015 and FCA Regulations,**” which protect consumers against unfair practices.

4) **Cited Laws Supporting the Claim**

1+ **European Regulation (EC) No 261/2004:**

- Addresses rights to compensation for delayed/canceled flights, establishing the importance of operational clarity and reimbursement for incurred losses.

2+ **Consumer Rights Act 2015:**

- Mandates that service providers communicate transparently and avoid unfair practices that cause consumer harm.

3+ **Financial Conduct Authority (FCA) Standards:**

- Regulates the conduct of claims management services, ensuring providers meet high ethical standards.

These provisions reinforce my entitlement to reimbursement for financial losses and fair compensation for the emotional and physical toll endured due to service failures.

5) **Request for Resolution**

In light of the above:

- a. I request the reimbursement of the total financial losses incurred, amounting to **£21,647.19 (Including Legal And Analysis Fees But Not Stress UpToDate!)**.
- b. I request immediate implementation of the measures outlined, including improved transparency and customer communication

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06. **Key Points Supporting My Position**

1) **Misleading Information:**

- The advertisement and receipt secured for "**Additional Baggage Allowance**" and therefore led me to believe I had secured a larger suitcase.

2) **Consumer Protection Laws:**

- Information presented on your platform did not fulfill requirements for accuracy and clarity.

3) **Terms and Conditions Review:**

- Inconsistencies in advertised baggage allowances between flights raise questions about compliance.

4) **Exceptional Circumstances:**

- Errors on "**Trip.com's**" part led to significant financial losses beyond the cost of the original flight.

5) **Customer Service Resolution:**

- Addressing this situation fairly is crucial.
- From the comprehensive analysis of the provided content, there are **33 distinct wrongs** explicitly mentioned or implied. Below is the complete list of all these wrongs and their corresponding explanations:

**Comprehensive Table:**

[\[To Parent Directory\]](#)

[01. Misleading Booking Process](#)

[02. Hidden Taxes and Fees](#)

[03. Taxi-Fare to London Bridge](#)

[04. Then-Train-Tickets to Gatwick Airport](#)

[05. Baggage Fee at Gatwick EasyJet](#)

[06. Missed Flight from Gatwick](#)

[07. Trapped in Gatwick Airport](#)

[08. Interaction with EasyJet Supervisor](#)

[09. Rebooking Flight to Antalya from Luton](#)

[10. Train Tickets from Gatwick to Luton](#)

[11. Food Expenses at Luton Airport](#)

[12. Hotel Costs Due to Disruption](#)

[13. Return Journey Baggage Fee Antalya Airport](#)

[14. Missed Cab Fare on Return](#)

[15. Emotional Distress](#)

[16. Legal Fees for Litigation](#)

- [17. Professional Website Analysis Fees](#)
- [18. Trip.com's Website Design Flaws](#)
- [19. Inadequate Customer Support](#)

#	Incident/Claim	Details	Reason/Context	Exhibit/Evidence Supporting the Claim	To be Addressed
1	<b>Misleading Booking Process</b>	Critical information on Trip.com's baggage policies was unclear, leading to confusion.	The platform did not clearly specify whether the additional baggage allowance applied to both legs of the trip. This confusion arose because the allowances for free baggage and additional baggage were presented separately, leading to misunderstandings and resulting in complications with EasyJet and SunExpress.	<b>Web Link:</b> <a href="#">01. Misleading Booking Process</a>	☒
2	<b>Hidden Taxes and Fees</b>	Price discrepancies observed (e.g., £205 increased to £216.90 without explanation).	Lack of transparency during booking impacted financial planning and created hidden costs.	<b>Web Link:</b> <a href="#">02. Hidden Taxes and Fees</a>	☒
3	<b>Taxi Fare to Gatwick Airport</b>	£51.50 spent on a taxi due to no early trains available.	Necessary cost for timely travel to the airport.	<b>Web Link:</b> <a href="#">03. Taxi-Fare to London Bridge</a>	☒
4	<b>Train Tickets to Gatwick Airport</b>	£53.40 spent on train tickets.	Evidence of planned travel to	<b>Web Link:</b>	☒

			the airport as part of the trip.	<a href="#">04. Then-Train-Tickets to Gatwick Airport</a>		
5	<b>Baggage Fee at Gatwick (EasyJet)</b>	£40 paid at the EasyJet counter due to baggage not being registered correctly by Trip.com. .	Mismanagement caused repeated payments for the same baggage allowance.	<b>Web Link:</b> <a href="#">05. Baggage Fee at Gatwick EasyJet</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	<b>Missed Flight from Gatwick</b>	Missed EasyJet flight despite following instructions and paying additional fees.	Result of misinformation and errors caused by Trip.com, leading to significant inconvenience.	<b>Web Link:</b> <a href="#">06. Missed Flight from Gatwick</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	<b>Trapped in Gatwick Airport</b>	Confined to the departure terminal after missing the flight.	Standard procedures made it difficult to leave without staff assistance, exacerbating the situation.	<b>Web Link:</b> <a href="#">07. Trapped in Gatwick Airport</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	<b>Interaction with EasyJet Supervisor</b>	Required proof of payment for baggage and further negotiations for the next flight.	Confusion about already paid fees delayed resolutions and heightened stress.	<b>Web Link:</b> <a href="#">08. Interaction with EasyJet Supervisor</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	<b>Rebooking Flight to Antalya from Luton</b>	Required determination to get justice.	This was necessary to catch the next flight due to earlier errors caused by Trip.com.	<b>Web Link:</b> <a href="#">09. Rebooking Flight to Antalya from Luton</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

10	<b>Train Tickets from Gatwick to Luton</b>	£46 train fare incurred to travel between Gatwick and Luton airports.	This was necessary to get to Luton.	<b>Web Link:</b> <a href="#">10. Train Tickets from Gatwick to Luton</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	<b>Food Expenses at Luton Airport</b>	£23 spent on food and drinks while waiting for the rebooked flight.	Unanticipated cost caused by flight delays and schedule disruption.	<b>Web Link:</b> <a href="#">11. Food Expenses at Luton Airport</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	<b>Hotel Costs Due to Disruption</b>	£120.32 spent on accommodation following missed flight delays.	A direct financial loss tied to significant travel disruptions caused by Trip.com.	<b>Web Link:</b> <a href="#">12. Hotel Costs Due to Disruption</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	<b>Return Journey Baggage Fee (Antalya Airport)</b>	£69.63 charged by SunExpress despite prior assurances.	Baggage allowance was not correctly registered for the return journey.	<b>Web Link:</b> <a href="#">13. Return Journey Baggage Fee Antalya Airport</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	<b>Missed Cab Fare on Return</b>	£51.50 wasted on a pre-booked taxi due to delayed train arrival. (Exhibit K)	<i>This claim is related to the Southern Rail issue and not part of this specific compensation claim.</i>	<b>Web Link:</b> <a href="#">14. Missed Cab Fare on Return</a>  <b>Exhibit K:</b> Communication Logs with Taxi Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15	<b>Emotional Distress</b>	Significant stress and inconvenience caused by errors and disruptions.	Emotional toll on the claimant and their travel partner due to avoidable circumstances.	<b>Web Link:</b> <a href="#">15. Emotional Distress</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

16	<b>Legal Fees for Litigation</b>	£12,327.50 incurred for solicitors to prepare, manage, and pursue litigation due to Trip.com's negligence. (Exhibit N)	Reflects the extensive time and resources required to resolve financial and logistical losses caused by mismanagement.	<b>Web Link:</b> <a href="#">16. Legal Fees for Litigation</a>	☒	☐
17	<b>Professional Website Analysis Fees</b>	£8,500 spent analyzing Trip.com's website to identify misleading practices and policy gaps, resulting in undue harm.	Demonstrates the claimant's forced time investment in gathering evidence to support legal claims effectively.	<b>Web Link:</b> <a href="#">17. Professional Website Analysis Fees</a>	☒	☐
18	<b>Trip.com's Website Design Flaws</b>	Visual aids lacked clarity, and ambiguous fare details created confusion.	Misleading platform design led to booking errors and financial losses.	<b>Exhibit: A to N:</b> & <b>Exhibits: 1 to 34:</b> Consolidated Claim Summary <b>Web Link:</b> <a href="#">18. Trip.com's Website Design Flaws</a>	☒	☒
19	<b>Inadequate Customer Support</b>			<b>Web Link:</b> <a href="#">19. Inadequate Customer Support</a>	☒	☐

## 07. Calculating Our Losses While At Home

After our trip, I meticulously reviewed all travel-related expenses, legal fees, and administrative efforts undertaken to document and pursue this claim. Below is a comprehensive breakdown:

### 1) Summary of the Claim

Based on the detailed breakdown and the combined calculation, the compensation claim includes the following:

- **Trip.com & Airlines Claim**: Total Compensation = **£21,647.19**

### 2) Breakdown of Client Financial Losses

#### a) Trip.com Booking (Flights and Services)

- Cost of round-trip flights and additional baggage allowance booked on Trip.com.
- *Caption for Receipt: Exhibit A: "Trip.com"-19-12-24-1020* **Total**: £216.90. *'As Exhibited in Enclosures below!'*

#### b) Taxi Fares for Airport Transfers

- Cost of a cab to Gatwick Airport booked via Taxicode.
- *Caption for Receipt: Exhibit B: Taxicode - Book and Compare Taxi, Minibus, and Coach Hire Prices* **Total**: £51.50. *'As Exhibited in Enclosures below!'*

#### c) Train Tickets to Gatwick Airport

- Tickets booked via OMIO to connect from London Bridge to Gatwick.
- *Caption for Receipt: Exhibit C: OMIO-23-12-1439* **Total**: £53.40. *'As Exhibited in Enclosures below!'*

#### d) Additional Baggage Fee at Gatwick Airport

- Payment made at Gatwick Airport due to Trip.com's failure to register the additional baggage allowance.
- *Caption for Receipt: Exhibit D: EasyJet-09-01-25* **Total**: £40.00. *'As Exhibited in Enclosures below!'*

#### e) Train Tickets from Gatwick to Luton Airport

- Additional transportation costs incurred due to the missed flight at Gatwick.
- *Caption for Receipt: Exhibit H: Train Tickets X2 (£23.00 + £23.00)* **Total**: £46.00. *'As Exhibited in Enclosures below!'*

#### f) Food and Drink Expenses at Luton Airport

- Expenses during the extended wait for a rescheduled flight.
- *Caption for Receipt: Exhibit I: Luton-Airport-Burger King-09-01-25* **Total**: £23.00. *'As Exhibited in Enclosures below!'*

#### g) Additional Baggage Fee at Antalya Airport

- Payment made upon returning to London for incorrectly classified baggage.

- *Caption for Receipt: Exhibit J: Antalya Airport Baggage Fee Receipt **Total:** £69.63. 'As Exhibited in Enclosures below!'*

h) **Hotel Fees During Delayed Travel (January 8–12, 2025)**

- Cost of accommodation during disruptions.
- *Caption for Receipt: Exhibit L: Expedia Receipt for £120.32 **Total:** £120.32. 'As Exhibited in Enclosures below!'*
  - **Subtotal (Without Legal Fees):** £216.90 + £51.50 + £53.40 + £40.00 + £46.00 + £23.00 + £69.63 + £120.32 = **£621.75.**

3) **Legal Fees Breakdown for Trip.com Compensation Claim**

a) **Detail for Claim Submission:**

- Legal Costs and Reimbursement as a Litigant in Person.
- As a litigant in person actively managing this claim, I am asserting my legal right to recover costs associated with the extensive work required to pursue fair resolution. This claim is in accordance with the principles outlined in **“Rule 46.5 of the Civil Procedure Rules (CPR) in England and Wales,”** which recognize the entitlement of litigants in person to reasonable costs.
- The details of my claim include:

b) **Work Conducted:**

- Research into applicable laws, regulations, and consumer protection standards relevant to this case.
- Preparation, organization, and submission of claim materials, including correspondence, evidence, and financial statements.
- Responses to communications and addressing feedback from the involved parties.

c) **Hours Worked:**

- **“383 Hours,”** for Trip.com & Co’s case files and these hours are calculated based on diligent record-keeping and time tracking, with a breakdown provided for transparency.

d) **Compensation for Effort:**

- **Standard hourly rate** for litigants in person as prescribed under the CPR.
- Adjustments for overtime hours incurred due to the complexities and delays in this matter.

4) **Supporting Evidence:**

- Comprehensive logs of hours worked, correspondence exchanged, and evidence compiled.
- Proof of expenses incurred, such as fees for printing, administrative tasks, and disbursements directly related to this claim.

5) **Summary of Actions Taken**

- a) **Researching Legal Rights and Consumer Protection Laws**
- Extensive time spent researching consumer protection laws and regulations applicable to this case.
  - Costs incurred for accessing legal resources and materials.
- b) **Gathering and Organizing Evidence**
- Time invested in gathering, organizing, and presenting evidence to support my claim.
  - Expenses related to printing and compiling documentation, including receipts and screenshots.
- c) **Drafting and Submitting Correspondence**
- Time spent drafting formal complaints, correspondence, and resolution proposals.
  - Costs for postage, printing, and administrative tasks.

6) **Explanation of Hours Worked and Timeline. “Dates Accounted For!”**

- a) **Initial Booking and Departure:**  
1. 18th December 2024 (booking date) - 8th January 2025 (departure date)
- b) **Travel Issues Encountered:**  
2. 8th January 2025 - 9th January 2025 (during the journey from London to Antalya)
- c) **Missed Flight and Airport Ordeal:**  
3. 9th January 2025 (missed flight at Gatwick Airport and subsequent issues)
- d) **Alternative Flight and Travel to Luton:** 9th January 2025 - 10th January 2025 (travel from Gatwick to Luton and flight to Antalya)
- e) **Return Journey:**  
4. 12th January 2025 (return flight from Antalya to Gatwick)
- From 12th January 2025 to 12th March 2025, it's exactly 60 days, during which I worked every day. Out of these 60 days, I took 6 hours off for hospital appointments. My working hours are as follows:

7) **Daily Work Timeline:**

- For 14 days, working 14 hours/day = 196 hours.
- For 16 days, working 15 hours/day = 240 hours.
- For 13 days, working 17 hours/day = 221 hours.
- For 20 days, working 14 hours/day = 280 hours.

8) **Summing Up Total Hours:**

- $196 + 240 + 221 + 280 = 937$  hours.

9) **Subtracting Hospital Appointments:**

- $937 - 6$  hours = 931 total hours worked.

10) **Splitting 931 Hours Across Three Claims:**

a) **Trip.com & Airlines Claim:**

- **Total Hours:**  $931 \times (355861) \approx 383931 \times \left(\frac{355}{861}\right)$   
approx. **383**
- **Night Shift Hours:**  $383 \times (48355) \approx 52383 \times \left(\frac{48}{355}\right)$   
approx. **52**
- **Overtime Hours:**  $383 \times (175355) \approx 189383 \times \left(\frac{175}{355}\right)$   
approx. **189**
- **Regular Hours:**  $383 \times (132355) \approx 142383 \times \left(\frac{132}{355}\right)$   
approx. **142**

b) **Southern Rail & Thameslink Claim:**

- **Total Hours:**  $931 \times (290861) \approx 313931 \times \left(\frac{290}{861}\right)$   
approx. **313**
- **Night Shift Hours:**  $313 \times (38290) \approx 41313 \times \left(\frac{38}{290}\right)$   
approx. **41**
- **Overtime Hours:**  $313 \times (145290) \approx 157313 \times \left(\frac{145}{290}\right)$   
approx. **157**
- **Regular Hours:**  $313 \times (107290) \approx 115313 \times \left(\frac{107}{290}\right)$   
approx. **115**

c) **Dentaflly Clinic Claim:**

- **Total Hours:**  $931 \times (216861) \approx 235931 \times \left(\frac{216}{861}\right)$   
approx. **235**
- **Night Shift Hours:**  $235 \times (30216) \approx 33235 \times \left(\frac{30}{216}\right)$   
approx. **33**
- **Overtime Hours:**  $235 \times (110216) \approx 120235 \times \left(\frac{110}{216}\right)$   
approx. **120**
- **Regular Hours:**  $235 \times (76216) \approx 82235 \times \left(\frac{76}{216}\right)$   
approx. **82**

**11) Minimum Wage Calculation**

a) **Total Hours for Trip.com Claim:**

- **Total Hours:** 383

b) **Minimum Wage Rate:**

- Assuming the minimum wage rate is £10.90/hour.

c) **Total Compensation:**

- Total Compensation = Total Hours  $\times$  Minimum Wage Rate
- Total Compensation = 383 hours  $\times$  £10.90/hour = £4,174.70

**12) Quarter Solicitor Fee**

5. The quarterly solicitor fee represents **25%** of the total legal fees incurred.

**13) Calculation Example:**

- If total legal fees are £2,000:
  - a) Quarter Solicitor Fee = Total Legal Fees  $\times$  25%
  - b) Quarter Solicitor Fee = £2,000  $\times$  0.25 = £500

#### **14) Trip.com & Airlines Claim (383 hours)**

- a) **Regular Rate (£25/hour):**
  - **Regular Hours:** 142 hours
  - **Calculation:** 142 hours  $\times$  £25/hour = £3,550.00
- b) **Overtime Rate (£37.50/hour):**
  - **Overtime Hours:** 189 hours
  - **Calculation:** 189 hours  $\times$  £37.50/hour = £7,087.50
- c) **Night Shift Rate (£32.50/hour):**
  - **Night Shift Hours:** 52 hours
  - **Calculation:** 52 hours  $\times$  £32.50/hour = £1,690.00

#### **15) Total Compensation**

- **Regular Rate:** £3,550.00
- **Overtime Rate:** £7,087.50
- **Night Shift Rate:** £1,690.00
- **Total Solicitor Fees (Trip.com):** £12,327.50

#### **16) Verification and Evidence**

- a) **Solicitor Fees in London, UK:**
  - **Average Hourly Rate:** £150 to £600 per hour.
  - **Reference:** The Law Society.
  - The Law Society
  - <https://www.lawsociety.org.uk/>
- b) **Minimum Wage in London, UK:**
  - **Current Minimum Wage:** £10.90 per hour (April 2024).
  - **Reference:** UK Government.
  - UK Government - Minimum Wage Rates
  - <https://www.gov.uk/national-minimum-wage-rates>
- c) **Printing Costs:**
  - **Estimated Cost per Page:** £0.10 (including paper, ink, and printer maintenance).
  - **Calculation:** Total printing costs = Cost per page  $\times$  Number of pages printed.
  - **Example Reference:** Printing Cost Calculator
  - <https://www.printingcostcalculator.com/>

#### **17) Expense Sheet for “Trip.com” Broken Down into Three Compensation Claims**

- a) **Printing Costs Split by Claims**

Item	Cost per Unit (£)	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Paper (A4 sheets)	£0.01 per sheet	£2.00 (200 sheets)	£1.50 (150 sheets)	£1.50 (150 sheets)
Ink (Black Cartridge)	£20.00 per cartridge	£8.00 40%	£6.00 30%	£6.00 30%
Ink (Color Cartridge)	£25.00 per cartridge	£10.00 40%	£7.50 30%	£7.50 30%
Printer Maintenance	£10.00 (flat rate)	£3.33	£3.33	£3.33
<b>Totals (£)</b>		<b>£23.34</b>	<b>£18.33</b>	<b>£18.33</b>

**b) Electricity Costs**

Item	Usage (kWh)	Cost per kWh (£)	Total (£)
Printer Usage	5 kWh	£0.34 per kWh	£1.70
Computer Usage	10 kWh	£0.34 per kWh	£3.40
Lighting (Office)	15 kWh	£0.34 per kWh	£5.10
<b>Total Electricity Costs</b>			<b>£10.20</b>

**18) Revised Electricity Costs**

- **Total Weekly Electricity Cost:** £40.00
- **Duration:** From 12th January 2025 to 10th March 2025 = 58 days = 8 weeks + 2 days
  - a) **Cost for 8 full weeks:** £40 × 8 = £320.00
  - b) **Cost for 2 additional days (2/7 of £40):** £40 × (2 ÷ 7) = £11.43
  - c) **Total Electricity Cost for the Period:** £320.00 + £11.43 = £331.43

**19) Adjusted Usage Breakdown**

- **Personal Usage:** £331.43 × 4% = £13.26
- **Printer Usage at Work:** £331.43 × 5% = £16.57
- **Computer Usage at Work:** £331.43 × 55% = £182.29
- **Lighting and Utilities at Work:** £331.43 × 36% = £119.31

**20) Splitting Across Three Claims**

- The electricity costs are distributed proportionally based on workload:
  - a) **Trip.com:** 40%
  - b) **Southern Rail:** 30%
  - c) **Dentaflly Clinic:** 30%

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Personal Usage	£13.26 × 40% = £5.30	£13.26 × 30% = £3.98	£13.26 × 30% = £3.98

Printer Usage at Work	$\pounds 16.57 \times 40\% = \pounds 6.63$	$\pounds 16.57 \times 30\% = \pounds 4.97$	$\pounds 16.57 \times 30\% = \pounds 4.97$
Computer Usage at Work	$\pounds 182.29 \times 40\% = \pounds 72.92$	$\pounds 182.29 \times 30\% = \pounds 54.69$	$\pounds 182.29 \times 30\% = \pounds 54.69$
Lighting/Utilities at Work	$\pounds 119.31 \times 40\% = \pounds 47.72$	$\pounds 119.31 \times 30\% = \pounds 35.79$	$\pounds 119.31 \times 30\% = \pounds 35.79$

### **21) Final Electricity Costs Per Claim**

<b>Claim</b>	<b>Total (£)</b>
Trip.com	$\pounds 5.30$ (personal) + $\pounds 6.63$ (printer) + $\pounds 72.92$ (computer) + $\pounds 47.72$ (lighting/utilities) = <b>£132.57</b>
Southern Rail	$\pounds 3.98$ (personal) + $\pounds 4.97$ (printer) + $\pounds 54.69$ (computer) + $\pounds 35.79$ (lighting/utilities) = <b>£99.43</b>
Dentaflly Clinic	$\pounds 3.98$ (personal) + $\pounds 4.97$ (printer) + $\pounds 54.69$ (computer) + $\pounds 35.79$ (lighting/utilities) = <b>£99.43</b>

### **22) Verification Notes**

- Personal Usage**: Reduced to 4% to account for minimal personal impact.
- Printer Usage at Work**: Reduced to 5% for lower demand.
- Computer Usage at Work**: Increased to 55% as the primary tool for claims preparation.
- Lighting and Utilities at Work**: Adjusted to 36% to reflect office usage.

### **23) Communication Costs**

<b>Item</b>	<b>Quantity</b>	<b>Cost per Unit (£)</b>	<b>Total (£)</b>
Phone Calls	1 call	£0.10 per call	£0.10
Internet Usage	5 GB	£2.00 per GB	£104.98
Postage (Letters)	5 letters	£0.85 per letter	£0.00
<b>Total Communication Costs</b>			<b>£105.08</b>

### **24) Step-by-Step Breakdown of Data Usage and Costs**

- Total Days in the Period**:
  - From 12th January 2025 to 10th March 2025:
    - 12th January to 31st January: 20 days
    - Full February (2025, not a leap year): 28 days
    - 1st March to 10th March: 10 days
  - Total Days**:  $20 + 28 + 10 = 58$  days
- Virgin Media Monthly Cost**:
  - Monthly bill**: £55.00
  - Average days per month**: 30.42
  - Daily cost**:  $\pounds 55.00 \div 30.42 = \pounds 1.81$  per day

- c) **Total Cost for 58 Days:**
- £1.81 per day × 58 days = £104.98
- d) **Data Usage at £2.00 per GB:**
- **Total cost:** £104.98
  - **Data used:** £104.98 ÷ £2.00 = 52.49 GB

**25) Table for Data Usage**

Category	Calculation	Result
Total Days	20 + 28 + 10	58 days
Daily Cost	£55 ÷ 30.42	£1.81 per day
Cost for Period	£1.81 × 58	£104.98
Data Usage	£104.98 ÷ £2.00	52.49 GB

**26) Step 2: Proportional Split**

- Proportions based on workload percentages:
  - a) **Trip.com:** 40%
  - b) **Southern Rail:** 30%
  - c) **Dentaflly Clinic:** 30%

**27) Step 3: Final Distribution**

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Phone Calls	£0.10 × 40% = £0.04	£0.10 × 30% = £0.03	£0.10 × 30% = £0.03
Internet Usage	£104.98 × 40% = £41.99	£104.98 × 30% = £31.49	£104.98 × 30% = £31.49
Postage (Letters)	£0.00	£0.00	£0.00
<b>Total</b>	<b>£42.03</b>	<b>£31.52</b>	<b>£31.52</b>

**28) Final Communication Costs Per Claim**

Claim	Total (£)
Trip.com	£42.03
Southern Rail	£31.52
Dentaflly Clinic	£31.52

**29) Verification Notes**

- a) The total of **£105.08** is split proportionately across the three claims.
- b) Categories include phone calls, internet usage, and postage, with exact calculations provided.
- c) Internet usage accounts for the majority of the costs and is divided according to the workload percentages.

### 30) Legal Expenses, Grand Totals Sheet

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
Printing Costs	£23.34	£18.33	£18.33
Electricity Costs	£132.57	£99.43	£99.43
Communication Costs	£42.03	£31.52	£31.52
<b>Grand Total</b>	<b>£197.94</b>	<b>£149.28</b>	<b>£149.28</b>

### 31) Verification Notes

- The totals include all claimable expenses across Printing, Electricity, Communication, Administrative Costs, and Legal Fees.
- No additional costs from Travel (Mileage, Public Transport, etc.) were included, as their totals were zeroed.

### 32) Additional Fees

#### a) Website Analysis Report Fees

Task	Estimated Hours	Hourly Rate (£)	Total (£)
Research and Analysis	50 hours	£100/hour	£5,000.00
Report Preparation	20 hours	£100/hour	£2,000.00
Consultation and Review	10 hours	£150/hour	£1,500.00
<b>Total Analysis Fees</b>			<b>£8,500.00</b>

### 33) Grand Total Including All Fees

Category	Trip.com (£)	Southern Rail (£)	Dentaflly Clinic (£)
<b>Solicitor Fees (Trip.com)</b>	£12,327.50	-	-
<b>Printing Costs</b>	£23.34	£18.33	£18.33
<b>Electricity Costs</b>	£132.57	£99.43	£99.43
<b>Communication Costs</b>	£42.03	£31.52	£31.52
<b>Analysis Report Fees</b>	£8,500.00	-	-
<b>Client Expense Receipts</b>	£621.75	-	-
<b>Grand Total (Trip.com)</b>	<b>£21,647.19</b>	-	-

- **Total Solicitor Fees (Trip.com):** £3,550.00 + £7,087.50 + £1,690.00 = £12,327.50
- **Legal Expenses, Grand Total Trip.com:** (£) £197.94
- **Client Expense Receipts:** £621.75
- **Analysis Report Fees:** £8,500.00
- **Totals:** £12,327.50 + £197.94 + £621.75 + £8,500.00 = **£21,647.19**

## **08. Request for Resolution**

### **1) Impact and Compensation Request**

- To address the financial and emotional toll caused by Trip.com's errors, I respectfully request the following resolutions:

### **2) Improved Transparency and Communication**

- Due to the above totals for losses, I, therefore, request a reassessment of your "Flight Price Guarantee and Booking Guarantee Terms & Conditions."
- I understand that the maximum compensation stated on Trip.com's website specifies that it includes a refund of my original flight ticket and a complimentary ticket for a replacement flight. However, I kindly request that you consider the considerable inconvenience and distress we experienced during this travel disruption, as well as the additional expenses incurred as a result, as totaled above and below!

### **3) Future Policy Changes**

- While I am seeking the maximum possible compensation as stipulated by "Trip.com's Flight Price Guarantee and Booking Guarantee," specifically:
  - a) A refund of the cost of my original flight ticket.
  - b) A complimentary ticket for a replacement flight designated by "Trip.com."
- I must stress that these measures alone are not sufficient to cover the total losses and significant inconvenience we endured. The circumstances surrounding the cancellation of my flight were beyond my control, and the additional costs incurred for baggage, travel, and food expenses were substantial.

### **4) The European Regulation (EC) No 261/2004**

- In light of "The European Regulation (EC) No 261/2004," which outlines passenger rights regarding flight cancellations and delays, my situation warrants a review for greater compensation due to the significant disruption caused. This regulation entitles passengers to compensation for cancelled flights based on the distance and notice given, which supports my case for additional remuneration.
- Furthermore, considering my loyalty as a regular customer of "Trip.com" and its associated airlines, I believe that offering a more generous resolution would be a valuable gesture in maintaining customer satisfaction and trust. For more details, refer to:
  - a) Customer Service Guarantee Page: Trip.com Customer Service
  - b) <https://www.trip.com/pages/customer-service/>

### **5) Other Relevant Laws and Regulations**

#### **a) The European Regulation (EC) No 261/2004**

- This regulation outlines passenger rights regarding flight cancellations and delays. It entitles passengers to compensation for cancelled flights based on the distance and notice given.

b) **UK Consumer Rights Act 2015**

- This act protects consumers from unfair trading practices and ensures they receive accurate information about goods and services. Misleading information about baggage allowances and associated costs may constitute a breach of this act.

c) **The Package Travel and Linked Travel Arrangements Regulations 2018**

- This regulation covers holidays and travel arrangements booked through travel agents and requires them to provide accurate information. Misleading information about baggage allowances and unexpected additional costs may be a violation of this regulation.

d) **The Civil Aviation Authority (CAA)**

- The CAA oversees and enforces passenger rights in the UK. It ensures that airlines and travel agents comply with regulations regarding cancellations, delays, and compensation. This provides additional support for my claim.
- I trust that you will take all these factors into account and provide a fair resolution to fully compensate for the total losses incurred during this ordeal.
- These additional costs and fees are reasonable and necessary to ensure a fair and just resolution of this matter. Your prompt attention to reimbursing these expenses will be appreciated.

6) **Impact and Compensation Request**

a) **Dates Equaling To Liability That We Are Accounting For**

- 1+ **Initial Booking and Departure**: 18th December 2024 (booking date) - 8th January 2025 (departure date) = **“Trip.com, EasyJet and Sunexpress”**
- 2+ **Travel Issues Encountered**: 8th January 2025 - 9th January 2025 (during the journey from London to Antalya) = **“Trip.com, EasyJet and Sunexpress”**
- 3+ **Missed Flight and Airport Ordeal**: 9th January 2025 (missed flight at Gatwick Airport and subsequent issues) = **“Trip.com, EasyJet and Sunexpress”**
- 4+ **Alternative Flight and Travel to Luton**: 9th January 2025 - 10th January 2025 (travel from Gatwick to Luton and flight to Antalya) = **“Trip.com, EasyJet and Sunexpress”**
- 5+ **Return Journey**: 12th January 2025 (return flight from Antalya to Gatwick) = **“Omio, Thameslink, and Southern Rail”**

b) **Days I Working Diligently Under Stress**

From the moment we returned home on **12<sup>th</sup> January 2025**, I began the arduous task of documenting our experience, analyzing the financial losses, and preparing our compensation claim. The following dates reflect the days spent working diligently under stress to address this matter:

1+ **Documenting and Analyzing Events**: January 12, 2025 - January 15, 2025

2+ **Drafting the Compensation Claims**: January 16, 2025 - January 18, 2025

3+ **Communicating with Trip.com, EasyJet and Sunexpress + “Omio, Thameslink, and Southern Rail,” Gathering Evidence**: till date of the **20<sup>th</sup> of March 2025**.

- Throughout this period, I have diligently reviewed receipts, email communications, and website information to compile a comprehensive claim, while also documenting the exceptional circumstances I faced. The emotional toll of revisiting these stressful experiences, combined with the pressure to ensure a thorough and accurate representation, has added to my overall burden.
- Throughout both journeys, our flight experience was significantly hindered by various issues related to our booking fees. These complications not only disrupted our travel plans but also resulted in financial losses and considerable stress. We firmly believe that, had these problems not arisen, our experience would have unfolded as intended and been far more satisfactory. As such, we request the following:

7) **Complete Reimbursement**:

- This includes all additional baggage fees, unexpected travel costs, food expenses, and legal fees.

8) **Compensation for Distress**:

- We seek appropriate compensation for the distress and disruption caused, as well as additional expenses related to MyTrip.com Website Evaluation.

I kindly request your prompt attention to this matter and look forward to a positive resolution. Attached are the receipts for the additional baggage, travel costs, and food expenses, along with relevant documentation for your review.

Sincerely,

**Simon Paul Cordell**

**Address**: 109 Burncroft Avenue, Enfield, London, EN3 7JQ.

**Email**: [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com).

**Tel**: +447864217519.

---

09. **Enclosures**

A list of documents and evidence supporting the claim.

## Itinerary

From: Trip.com (en\_flight@trip.com)  
To: re\_wired@ymail.com  
Date: Wednesday 18 December 2024 at 12:53 GMT



Booking No. 1653702646294295

## Itinerary

Dear SIMON CORDELL,

As requested, please find your itinerary attached. You can find a summary of your booking details below.

### Booking Details

Booking No.1653702646294295

#### London - Antalya

easyJet · U26519 (Economy)

Departing: 08:00, January 8, 2025 Gatwick Airport S

Arrival: 15:20, January 8, 2025 Antalya Airport T2

#### Antalya - London

Sunexpress · XQ590 (Economy)

Departing: 09:55, January 12, 2025 Antalya Airport T1

Arrival: 11:40, January 12, 2025 Gatwick Airport S

#### Passenger Name & Ticket No.

SIMON CORDELL

[REDACTED]

Total: GBP 216.9

 Additional Baggage Allowance

## Put the Final Touches on Your Trip



 VIP Lounge

Relax before your departure [Add](#)

 Additional Baggage Allowance

From **£44.70/15 kg** [Add](#)

## Passenger Information

**1: SIMON** (First name) **CORDELL** (Last name)

ID type: Passport

ID number: [REDACTED]

Nationality: United Kingdom

Gender: Male | Adult

Date of birth: [REDACTED]

**2: [REDACTED]** (First name) **[REDACTED]** (Last name)

ID type: Passport

ID number: [REDACTED]

Nationality: United Kingdom

Gender: [REDACTED]

Date of birth: [REDACTED]

## Contact Information

**SIMON CORDELL**

Phone: +44 07864217519

Email: re\_wired@gmail.com

You can use re\*\*\*red@gmail.com to manage your booking. Why not set a password below to create a Trip.com account using this email?

Password

Passwords must be at least 8 characters

[Confirm](#)

[Easily manage booking](#) [Rewards for booking](#)

## How likely are you to recommend booking flights on Trip.com to a friend or colleague?

Not at all likely    0   1   2   3   4   5   6   7   8   9   10    Extremely likely

**Total Paid** **£216.90**

**Booking Total** **£216.90**

12:34, December 18, 2024

Payment method: Visa

Please note that the payment method cannot be changed



Manage your flight bookings easily on Trip.com

4.8/5         4.5/5     

## Manage My Booking

Please be cautious when forwarding this email as it contains personal information and booking details that could be modified or canceled by the recipient.

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[Passenger information-related](#) ...

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 Itinerary.pdf  
54.9kB

## Ticket(s) Issued 📄

We recommend you arrive at the airport at least 3 hours before departure to ensure you have enough time to check in. We recommend that you check in ahead of time on the airline website, print your boarding pass, and bring it with you to board the flight. If you check in at the airport, the airline may charge an additional fee. Please check the airline's website for information about when you can check in.

Booking No. 1653702646294295 [PIN: 5505](#)

Airline booking reference (PNR): **K8M8DNZ, X3R4G7**

[Find out how to manage bookings and check in on the airline's website](#)

Stay informed and never miss a flight! Download our [mobile app](#) for instant updates

[Flight Updates] 1 flight has changed

[Auto Check-in successful] London - Antalya CORDELL/SIMON

[Auto Check-in successful] London - Antalya [REDACTED]

[Pending Check-in] Antalya - London CORDELL/SIMON

[Pending Check-in] Antalya - London [REDACTED]

[Auto Check-in] Check-in has been completed for your flight(s), please print your boarding passes before you fly



Rent your ideal car for a comfortable trip, and cancel for free if plans change

[Book and Save 8](#)

## Flight Details

All times are in local time

Depart **Wed, Jan 8 London - Antalya**

08:00 LGW London Gatwick S  
4h 20m  
15:20 AYT Antalya Airport T2

easyJet U26519  
Economy class Airbus A320 (Mid-sized)

Return **Sun, Jan 12 Antalya - London**

09:55 AYT Antalya Airport T2  
4h 45m  
11:40 LGW London Gatwick S

Sunexpress XQ590  
Economy class Boeing 737MAX8 (Mid-sized)

[Flight Update] The airline has made changes to your flight:

[View Details](#)

[Flight Delayed or Canceled? >](#)

**Flyer Exclusive** [Book Hotels in Antalya for Less](#)

✓ Up to 25% off Additional discount of up to £22

✓ [Free Cancellation](#) if your flight is rescheduled

[Claim and Book >](#)

## Add-ons



Manage your flight bookings easily on Trip.com

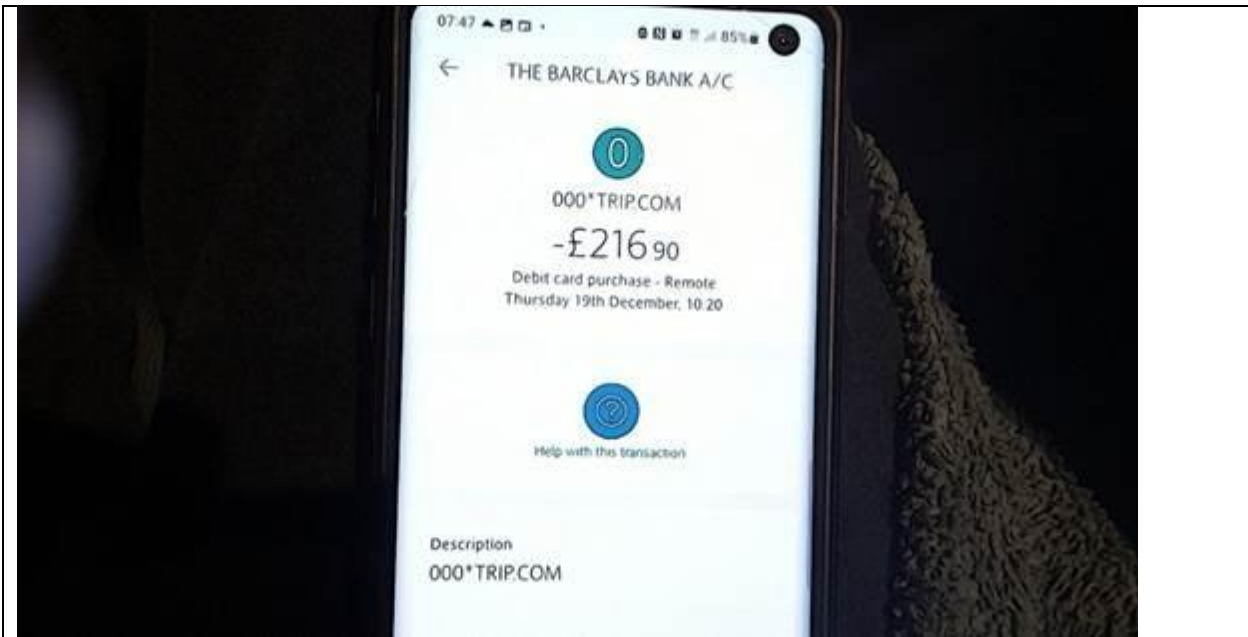
4.8/5 4.5/5

Carry-on baggage	£40.50*1
Seat selection	£10.10*2
Promo code	£0.00*4
Auto Check-in	£1.50*4



Manage your flight bookings easily on Trip.com





**Trip.Com-19-12-24-1020**

**[Enclosure: 2+ Caption for Receipt: Taxicode - Book and Compare Taxi, Minibus and Coach Hire Prices Total £51.50: Exhibit: B](#)**

**TaxiCode Receipts £51:50p Each Way X2 Total £103:00p, as also invoiced below!**

## Booking Details (#TC2088B98AEF1 - Simon Cordell)

---

From: Trip (no-reply@web3r.co.uk)

To: re\_wired@ymail.com

Date: Saturday 21 December 2024 at 20:28 GMT

---

### Booking Details (#TC2088B98AEF1 - Simon Cordell)

Need a transfer at your destination?  
For international transfers: [taxifares.com](https://taxifares.com).

## A1 Taxis

---

Your chosen provider is now booking your job in and allocating you one of their very best drivers. Rest assured you're in good hands. Once your driver has been allocated we will send you a secondary email. Please note that drivers are typically allocated 24 hours before the journey time. If you miss this email, please be sure to check your spam folder.

If your chosen provider were unable to allocate you a driver, we will automatically pass your booking to another company at the same price. You don't need to do anything. If this happens we will send you the contact details of the new transport company. If we can't cover the job for you at the same price we will try and find you an alternative and email you with the option to re-book with just one click.

Your vehicle(s) allows for up to 3 passengers and up to 2 medium sized suitcases. If you have a large amount of luggage please reply to this email before travelling to ensure the appropriate vehicle is provided. If you have more luggage than the vehicle you have requested on the day you may be charged extra. [More Info](#)

To amend or cancel your booking please call **0333 772 9737**

Your booking is for 26 miles. If on the day of the journey you change your pickup / destination or take a detour you may be asked to pay more. Extra Pickups are charged at the driver's discretion.

---



[Open journey in Google Maps](#)

**Note:** Journey route is for illustration purposes only, your exact route may differ.

Journey: £103.00

Card Fee: £0.00

**Total: £103.00**

Payment Method: Debit Card



---

#### Booking Details

Booking Ref: TC2088B98AEF1

#### Journey Details

recipient == "partner": ?> -->

Customer Name: Simon Cordell  
Customer Telephone: +447864217519  
Passenger Name: Simon Cordell  
Passenger Telephone: +447864217519  
Passenger Email: Re\_wired@gmail.com  
Status: Awaiting driver assignment  
Notes: No Journey Notes Provided

Pickup: 109 Bumcroft Avenue,  
enfield, EN37JQ  
Destination: London Bridge Station,  
SE1 2SZ  
Passengers: 2  
Date: Wednesday 8th January  
2025 04:40:00  
Return: Sunday 12th January 2025  
01:30:00  
Vehicle: Saloon - Sedan x 1  
 STANDARD MINICAB  
[More info](#)  
Distance: 26 miles  
Price Per Mile: £ claim\_price\_formatted /  
\$this->distance , 2}> per  
mile

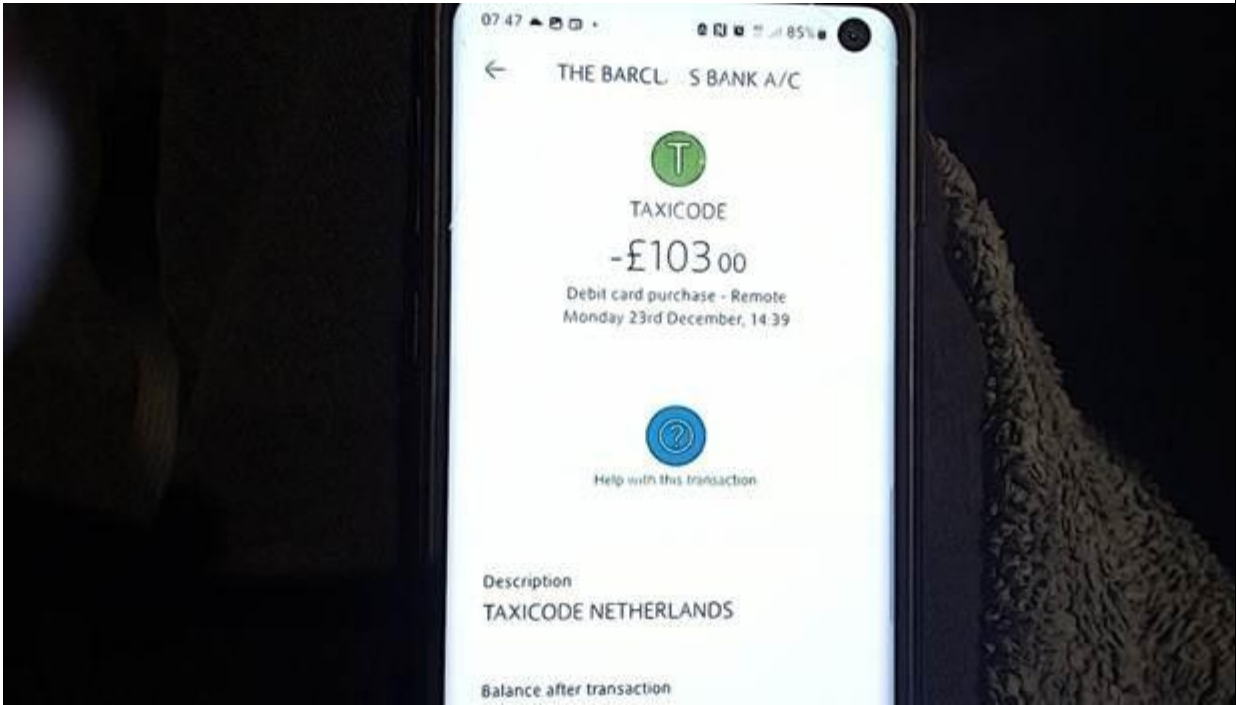
---

To manage your bookings, please use the [Users Dashboard](#).

### Download the new version of the App

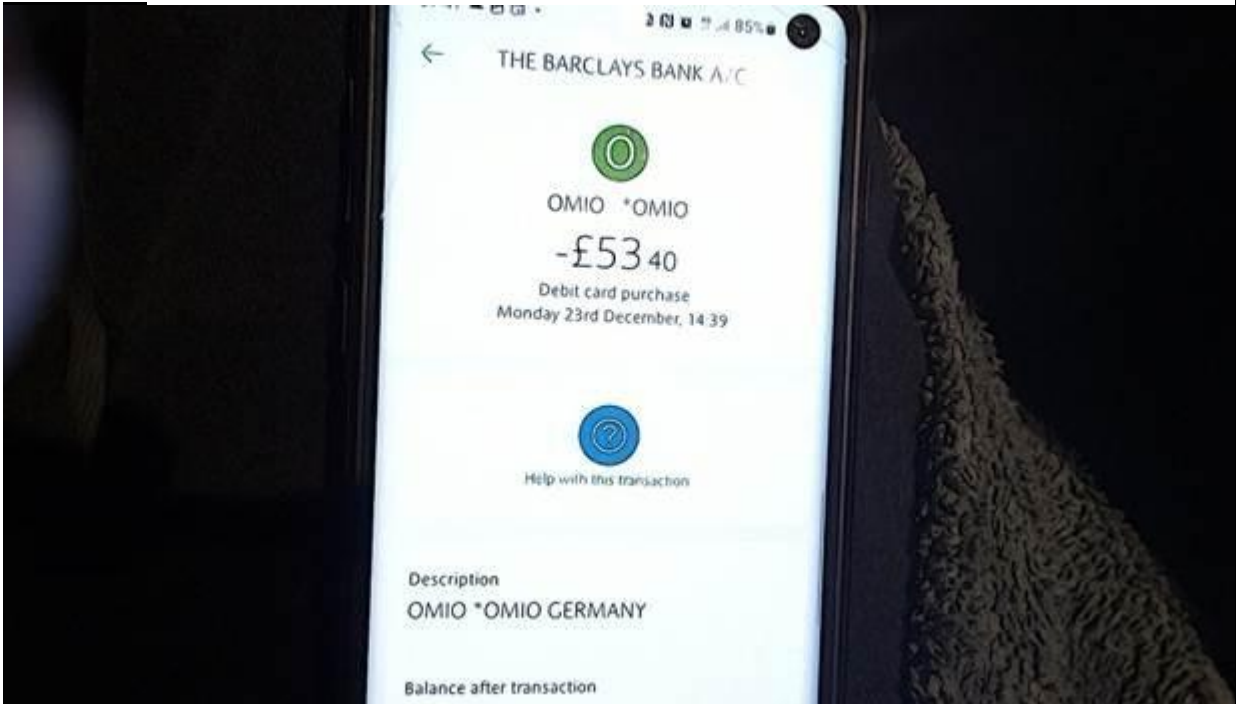
Faster Booking - Amend Details - Real-time Updates



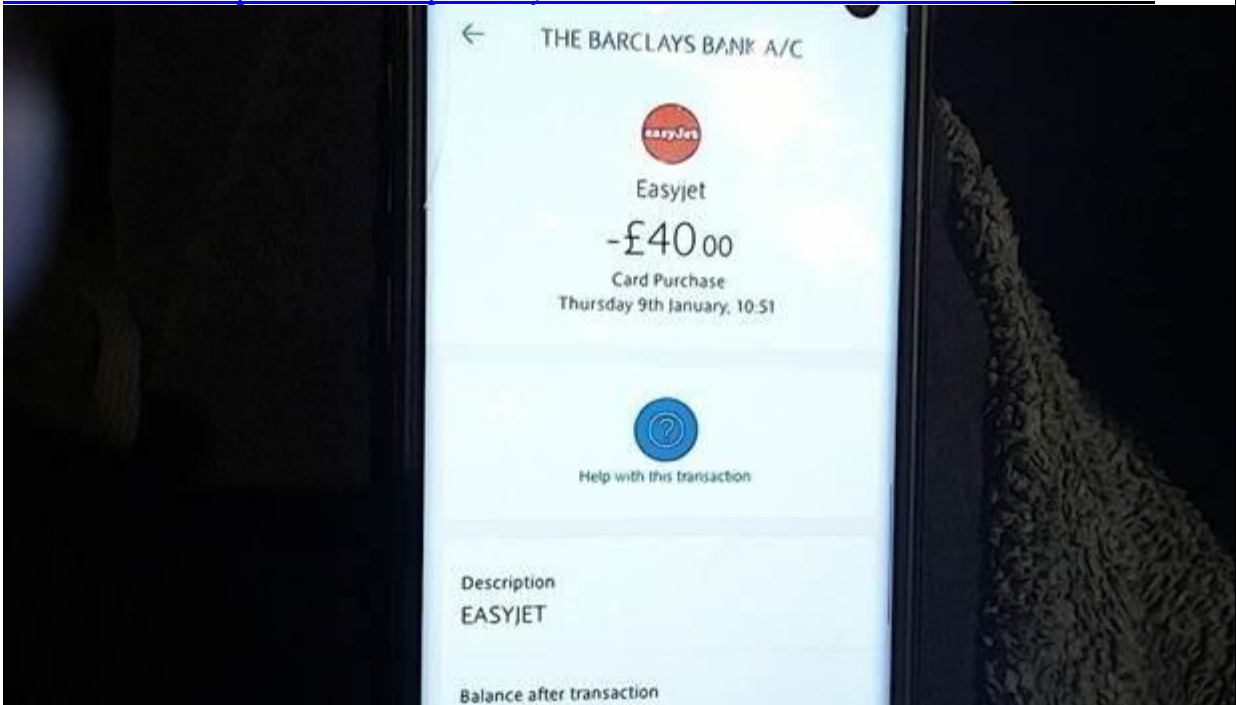


**Taxicode-Receipt-23-12-1439 Total £103:00p,**

**[Enclosure: 3+ Caption for Receipt: OMIO-23-12-1439 The Train Tickets Cost Was £53:40:](#)**  
**Exhibit: C**

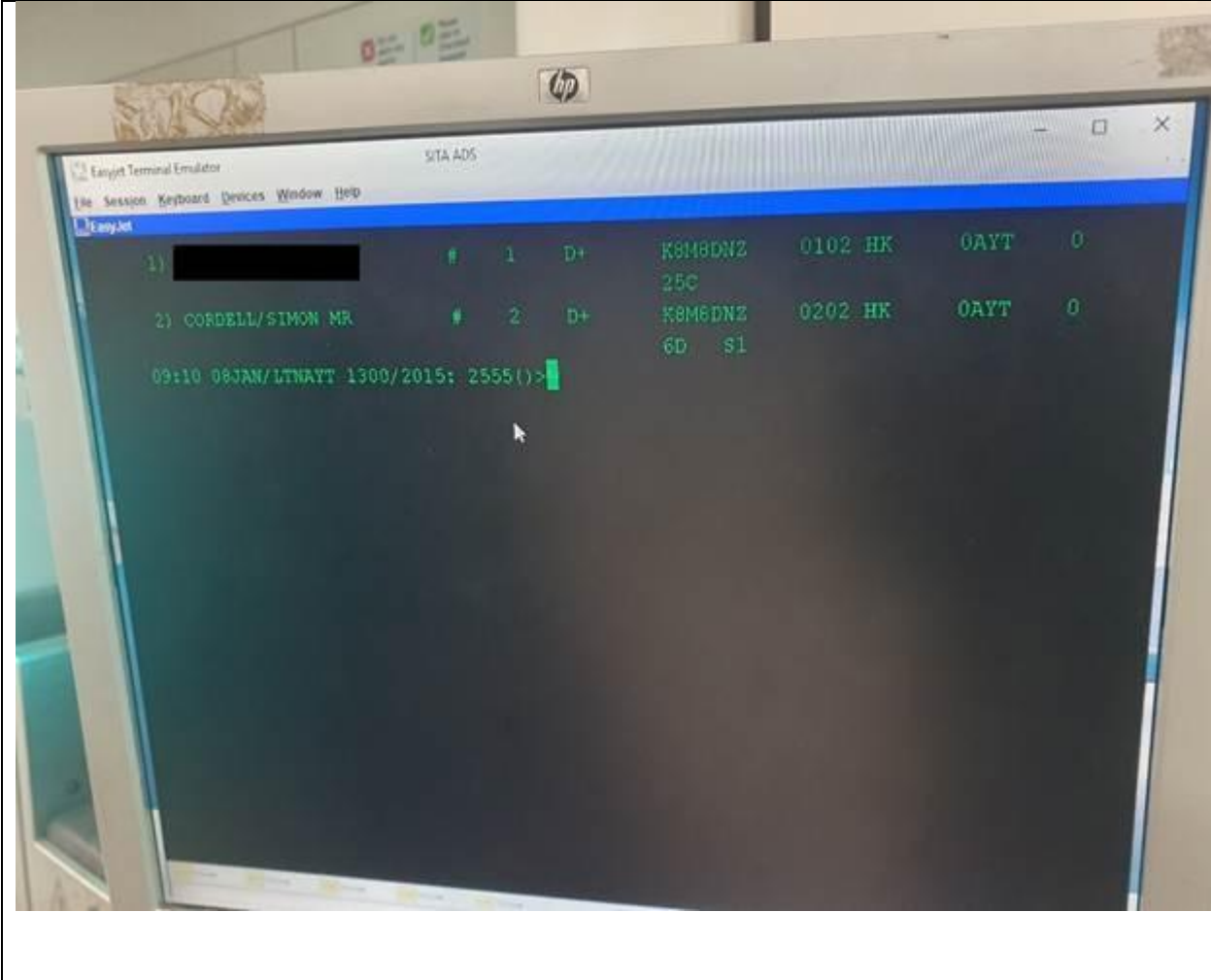


**Enclosure: 4+** [Caption for Receipt: “EasyJet”-09-01-25—1051 Total £40:00: Exhibit: D](#)



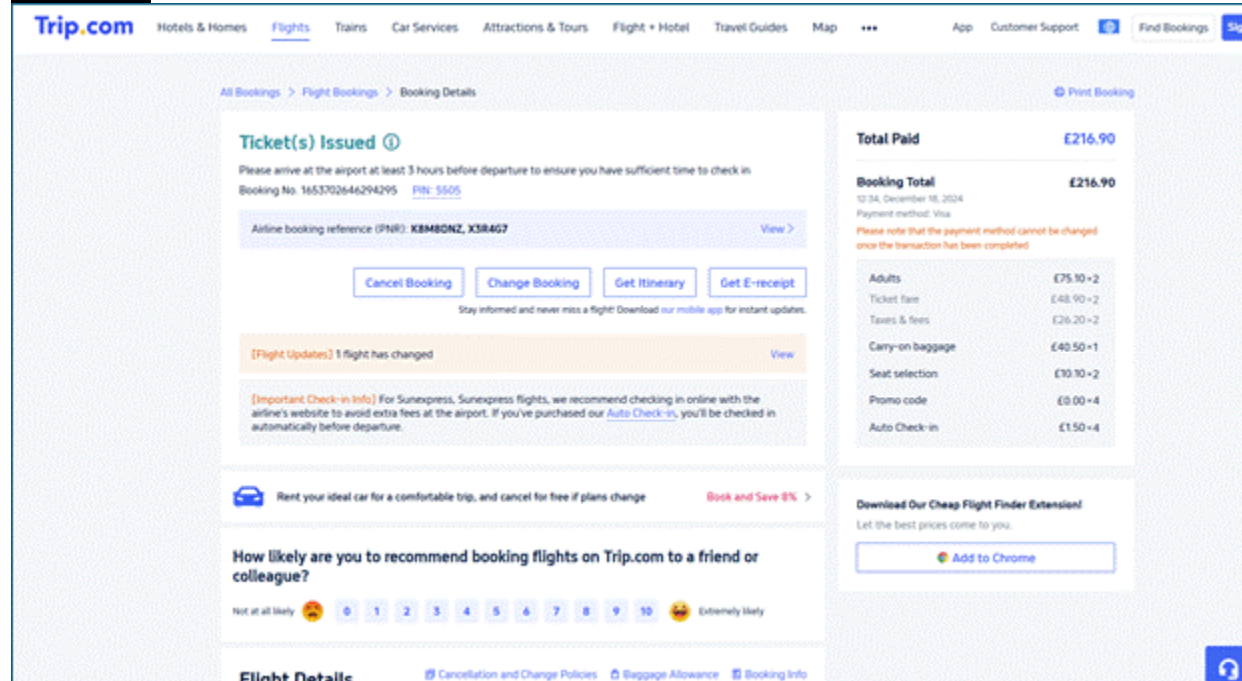
**EasyJet-09-01-25—1051 Total £40:00p,**

**[Enclosure: 5+](#) [Caption for Receipt: “EasyJet” Supervisor Manager Computer Screenshot:](#)  
**Exhibit: E****



**Enclosure: 6+** Caption for Receipt: “Trip.com” invoice of purchases. Total Paid £216.90:

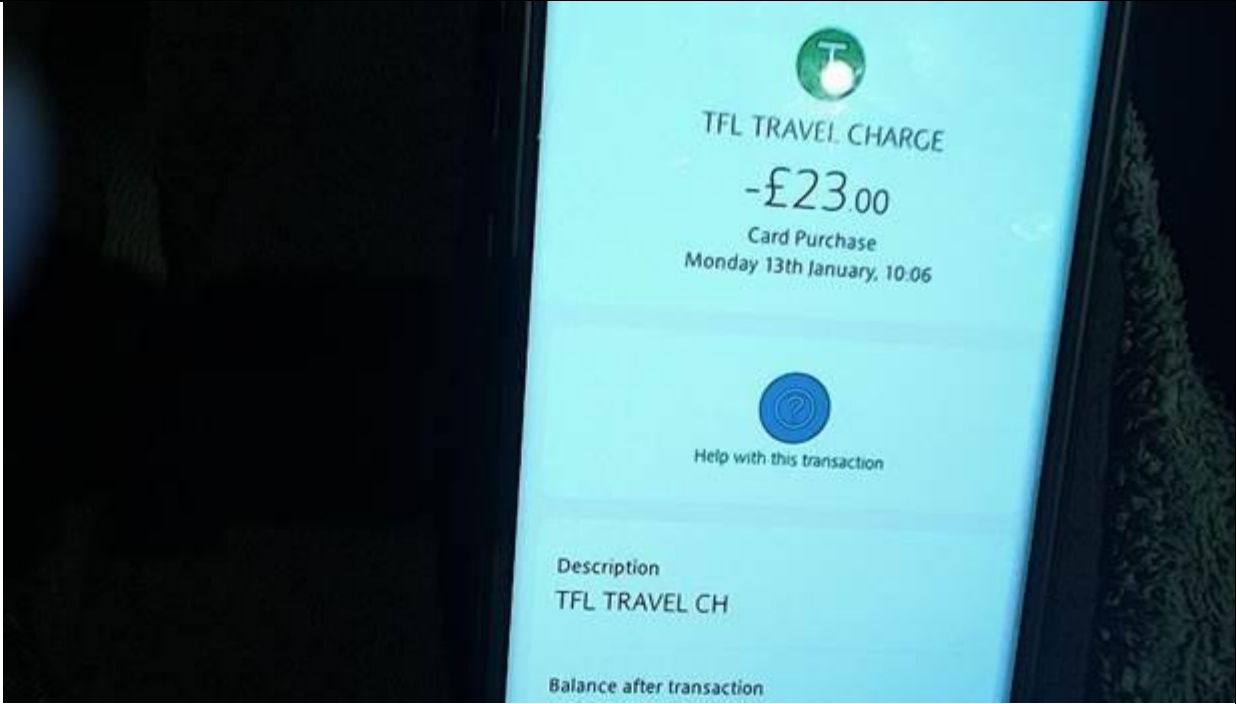
**Exhibit: F**



**Enclosure: 7+** Caption for Receipt: This is a text version extracted from the image above of the quoted invoice: **Exhibit: G**

<b>Total Paid</b>	<b>£216.90</b>
<b>Booking Total</b>	<b>£216.90</b>
12:34, December 18, 2024	
Payment method: Visa	
Please note that the payment method cannot be changed once the transaction has been completed.	
• <b>Adults</b>	£75.10 × 2
• Ticket fare × 2	£48.90
• <b>Taxes &amp; fees</b>	£26.20 × 2
• <b>Carry-on baggage</b>	£40.50 × 1
• <b>Seat selection</b>	<b>£10.10 × 2</b>
• <b>Promo code</b>	<b>£0.00 × 4</b>
• <b>Auto Check-in</b>	<b>£1.50 × 4</b>

**Enclosure: 8+** Caption for Receipt: Train Tickets X2 from Gatwick Airport to Luton Airport. £23.00 + £23.00 Total £46.00: **Exhibit: H**



**This Is X2 But the Other Receipt Needs to Be Obtained, if required Total £46.00 Pounds**

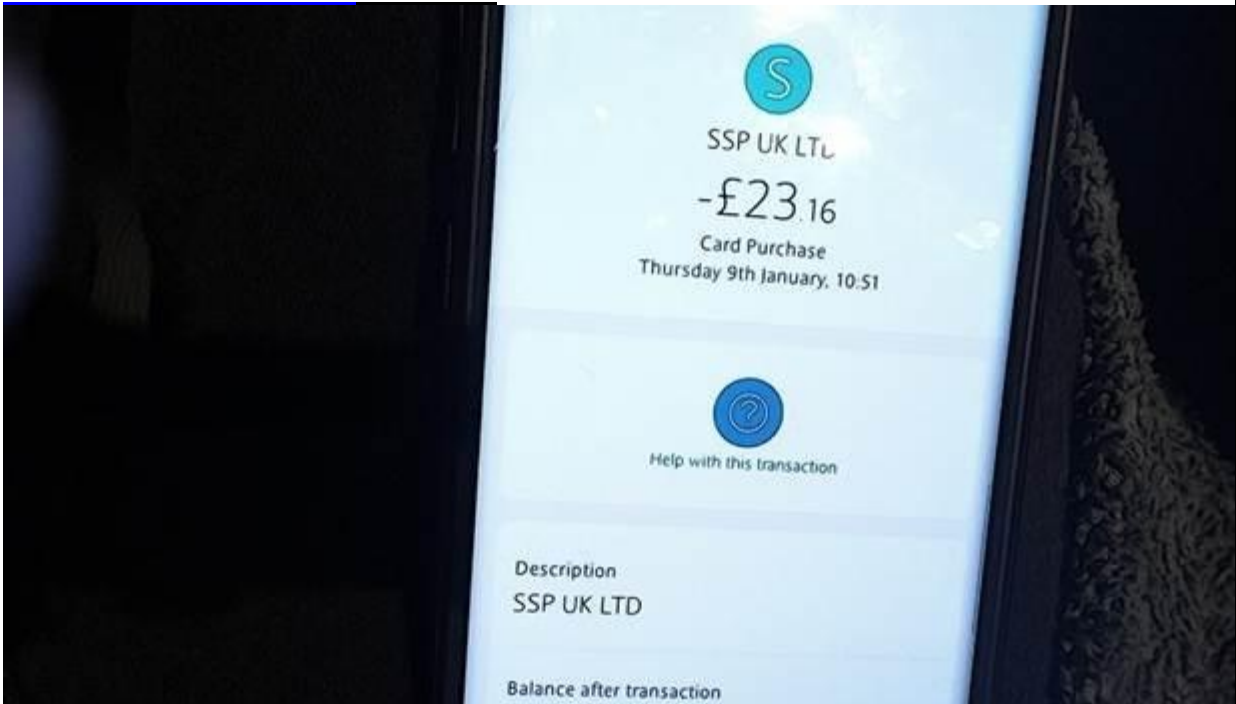
**£23.00**

±

**£23.00**

Total **£46.00** pounds

**[Enclosure: 9+ Caption for Receipt: Food and Drink Expenses: Luton-Airport-BurgerKing-09-01-25—1051 Total £23.00: Exhibit: I](#)**



**Luton-Airport-BurgerKing-09-01-25—1051 Total £23.00 Pounds**

**Enclosure: 10+ Caption for Receipt: Receipt for additional £69.63 payment at Antalya Airport Total £69.63: Exhibit: J**



**£69.63 Payment At Antalya Airport**

**Enclosure: 11+ Caption for Receipt: "Please Note That We Have Not Included This Receipt Due to Other Ongoings." Total: £51:50p: Exhibit: K**

**I used: --**

**Taxicode • Book and Compare Taxi, Minibus and Coach Hire Prices**

## Customer Edited Booking Details (#TC1D83C81EB32 - Simon Cordell)

From: Trip (no-reply@web3r.co.uk)

To: re\_wired@ymail.com

Date: Saturday 11 January 2025 at 17:15 GMT

### Customer Edited Booking Details (#TC1D83C81EB32 - Simon Cordell)

Need a transfer at your destination?  
For international transfers: taxifares.com.

## Nation Cars Limited

### There is a new comment on your booking.

Please visit the user Taxicode Dashboard to respond to the booking changes. If you haven't got an account you will need to sign up to respond to the comments. You can also call us on 0333 772 9737

#### Comments

**Taxicode Admin (Arbaz Sandhoo)**

New Outgoing Date/Time Sunday 12th January 2025 13:00:00

Posted on 11th January 2025 at 5:15pm



[Open journey in Google Maps](#)

**Note:** Journey route is for illustration purposes only, your exact route may differ.

Journey: £51.50

Card Fee: £0.00

**Total: £51.50**

**Payment Method:** Debit Card



#### Booking Details

Booking Ref: TC1D83C81EB32

Customer Name: Simon Cordell

#### Journey Details

recipient == "partner": ?> -->

Pickup: London Bridge Station,  
SE1 2SZ

Customer Telephone: +447864217519  
Passenger Name: Simon Cordell  
Passenger Telephone: +447864217519  
Passenger Email: Re\_wired@gmail.com  
Status: Confirmed ●  
Notes: -

Destination: 109 Bumcroft Avenue,  
enfield, EN37JQ  
Passengers: 2  
Date: Sunday 12th January 2025  
13:00:00  
Return: No Return Journey  
Vehicle: Saloon - Sedan x 1  
 STANDARD MINICAB  
[More info...](#)  
Distance: 26 miles  
Price Per Mile: £ claim\_price\_formatted /  
\$this->distance , 2)?> per  
mile

**Download the new version of the App**

Faster Booking - Amend Details - Real-time Updates



**Enclosure: 12+ Caption for Receipt: Hotel £120.32: Exhibit: L**

**I used: --**

<https://www.trip.com/> was who we finally felt comfortable with to book our hotel, and this led to [www.expedia.com](http://www.expedia.com) who's website I liked to use.

Expedia travel confirmation—Wed, 8 Jan—(Itinerary # 72987938654206)

---

From: Expedia.co.uk (expedia@eg.expedia.com)

To: re\_wired@ymail.com

Date: Wednesday 18 December 2024 at 12:45 GMT

---



---

Thank you, Simon! Your booking is confirmed.

**Itinerary # 72987938654206**


[View full itinerary](#)

[Download to your phone](#)

---

 **Traveller details**

Adults, 2

 **NFK The House Hotel**



[Altinkum mah 427 sok no 23, Konyaalti, 07070 Türkiye](#)

Check-in

Wed, 8 Jan

Check-in time starts at 2:00 PM

Check-out

Sun, 12 Jan

noon

---

## Accommodation details

You booked **1 room**.

### Comfort Room

[View special requests in your itinerary](#)

All special requests (such as in-room amenities, bed type and smoking preference) are shared with the hotel, but requests are not guaranteed and may incur additional charges. We recommend you confirm them directly with the hotel before travel.

[Manage booking](#)

### Travel confidently with the Expedia app

Manage your plans and make trip updates on the fly—wherever the journey takes you. [Explore the app](#)

## Price summary

Accommodation 1	£120.32
Nights: 4 (avg./night)	£26.54
Taxes	£14.16

Subtotal £120.32

**Total £120.32**

Unless specified otherwise, rates are quoted in British pounds sterling.

[View your itinerary for room price details](#)

Taxes have been calculated on the price (£117.96) before we applied savings for paying at time of booking (£11.80) on your behalf.

## Expedia Rewards

### You will earn Expedia Rewards points

Earn double Expedia Rewards points for each purchase you make through the app.

---

## Important information

### Additional property fees

These fees and deposits only apply if they are not included in your selected room rate.

The price DOES NOT include any applicable property service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The property will assess these fees, charges and surcharges upon check-out.

### Rules and restrictions

For rules and restrictions please view your [full itinerary](#).

### Cancellations and changes

The room/unit type and rate selected are non-refundable. Should you change or cancel this reservation for any reason, your payment will not be refunded.

No refunds will be issued for late check-in or early check-out.

Stay extensions require a new reservation.

### Guest charges and accommodation capacity

Base rate is for 2 guests.

Total maximum number of guests per room/unit is 2.

Maximum number of adults per room/unit is 2.

Maximum number of children per room/unit is 1.

This property considers guests aged 2 and under, at time of travel, to be children.

Availability of accommodation in the same property for extra guests is not guaranteed.

The fee for extra adults is £13.27 per person.

The fee for extra children is £6.64 per person.

### Check-in policies

Check-in time starts at 2:00 PM

Check-in time ends at midnight

Minimum check-in age is: 18

### Special instructions

Front desk staff will greet guests on arrival.

### Late arrival instructions

If a late check-in is planned, contact this property directly for their late check-in policy.

### Terms and conditions

Please save or print upon receiving this email to maintain a record of the terms and conditions that apply to you. [Terms and conditions](#)

Travelling to the EU? You may require new documentation, especially to drive abroad. Visit [Expedia customer service](#) to find out more.

---

## Get protection in case of last-minute cancellations or missed hotel nights.

Protect my hotel

---

## Where to find help

For special requests and questions about your reserved room or the property, contact NFK The House Hotel.

Tel: 90 (242) 2280814, Fax: 90 (242) 2280815

If you need help managing this itinerary, contact Expedia.

Itinerary # [72987938654206](#)

[Expedia customer support](#)

Get support anytime on the [Expedia app](#) with 24/7 access to virtual agents.

Manage your itinerary

---

### Looking for something else?

- Free cancellation on most rooms
- Flexibility for your next trip with the option to pay now or later

[See deals](#)

---



Download the [Expedia app](#)

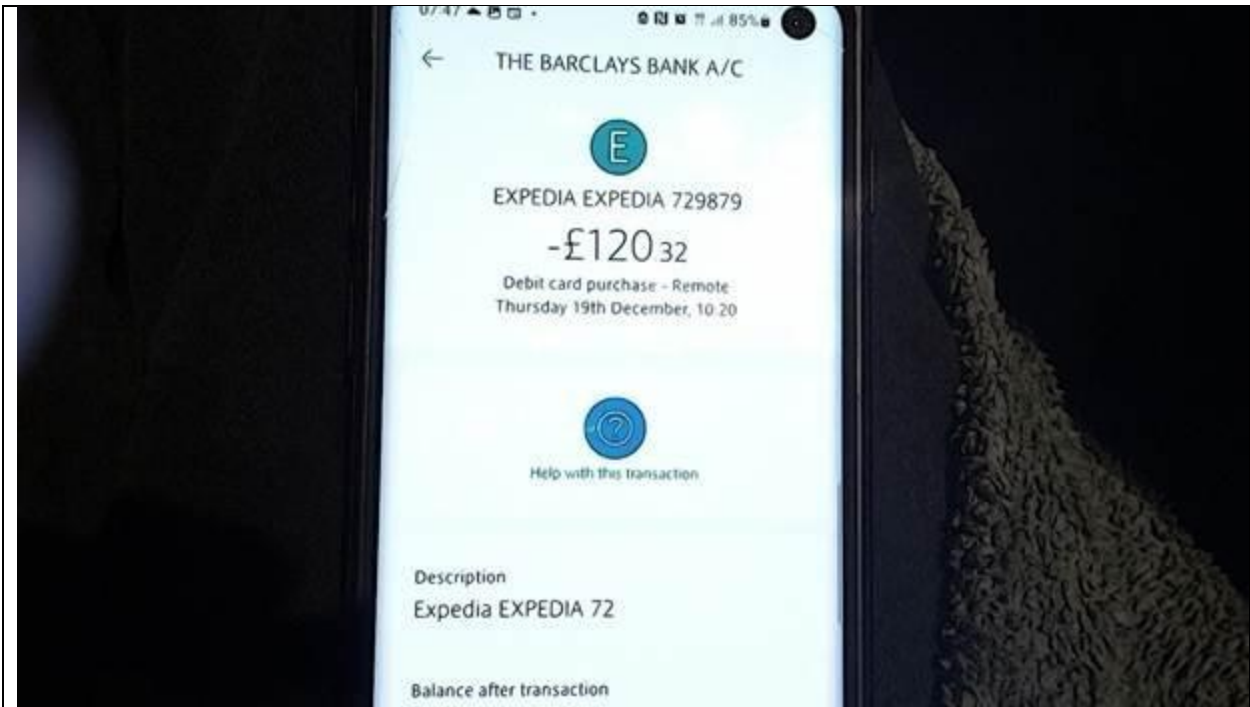
[Privacy statement](#) [Customer service](#) [View online](#)

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This email and its links may contain your personal information; please only forward to people you trust.

You are receiving this transactional email based on a recent booking, interaction with us, membership or account update on Expedia.co.uk.

CONTACT US - To contact us or send feedback, email us at [support@chat.expedia.co.uk](mailto:support@chat.expedia.co.uk) or contact us via postal mail at: Expedia Customer Relations Department, PO Box 70720, London, EC1P 1GW or call us on 0330 123 1235



**Expedia 19-12-24—1020**

**[Enclosure: 13+ Caption for Receipt: Exhibit: M “Sufferings” Starting from 20<sup>th</sup> of March 2025 at a £50.00 Rate! Total £ : Exhibit: M](#)**

Exhibit: M

**Enclosure: 14+ Caption for Receipt: Exhibit: O "Legal fees" Total £25,110.00: Exhibit: N**

**Receipt Date:** 16/03/2025 **Receipt Number:** [1]

**Received From:** Simon Paul Cordell 109 Burncroft Avenue  
Enfield, London, EN3 7JQ

**Received To:** Trip.com, EasyJet Airline, SunExpress Airline.

**Description of Services Rendered:** Legal Fees associated with compensation claims and related matters, acting as a litigant in person.

**Total Amount:** £25,110.00

**Breakdown (if applicable):**

- Solicitors' Fees: £12,327.50
- Analysis and Supporting Costs: £8,500.00
- Additional Legal Expenses: £4,282.50

**Payment Method:**

- Name on Card:
- Sort-Code:
- Account Number:

**Authorized Signature:**

**10. Customer Service Interactions**

- Details of the interactions with customer service and the efforts made to resolve the issues is web-linked here!
- [All-Emails-TripCom-and-Co](#)

**Booking Experience with "Trip.com": Exhibit: O**

Details of the booking experience, with specific reference to Exhibit: O.

**01+ [Website Access](#)**

## BOOKING EXPERIENCE ON "TRIP.COM"

1+

### 1. Website Access:

- You initiate your experience by typing "Trip.com" into a search engine and arriving at the "Trip.com" homepage.

## 02+ [Flight Selection](#)

2+

### 2. Flight Selection:

- You click on the "Flights" option in the top menu, which takes you to a page dedicated to finding cheap flight deals.
- You opt not to register for an account, which is a nice option to have.

## 03+ [Inputting Travel Details](#)

3+

### 3. Inputting Travel Details:

- Using an HTML form, you are presented with options for different trip types: **Round-trip, One-way, and Multi-city.**
- You input your departure (**London STN**) and destination (**Antalya**) in the respective fields.
- You select your travel dates from a pop-up calendar and indicate the number of travellers (**adults, children, infants on lap**).

#### 04+ [Searching for Flights Departing to Antalya](#)

4+

#### 4. Searching for Flights Departing to Antalya:

- After entering all necessary information, you click the search button to view flight options.
- The "[Trip.com](#)" website opens another webpage that is titled as: --

#### 4.1 Departing to Antalya

- The search results display available flights, allowing you to choose between the cheapest and most expensive tickets.

▪ **Exhibit: 1**



- **This image shows a screenshot of the first departing ticket being with Pegasus Airlines at a cost of £97 for two flights departing.**

#### 4.2 Baggage Information:

- No baggage information is provided at this stage of the website's user experience.
- The "[Trip.com](#)" website opens another webpage once you select the "**Select**" button provided. The webpage is titled "**Returning to London.**"

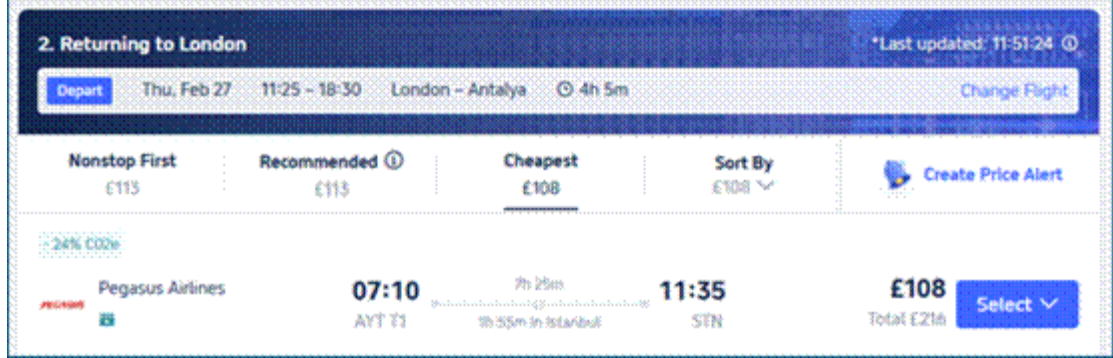
#### 05+ [Searching for Flights Returning to London](#)

5+

#### 5. Searching for Flights Returning to London: Hidden Taxes and Fees: A Breakdown of Costs

- Upon selecting a flight, a pop-up appears with "**Farecards**" which gives details on baggage allowances.

▪ **Exhibit: 2**



- **This image shows a screenshot of the return flight with Pegasus Airlines at a cost of £108 for two flights Returning.**

- The “**Farecards**” can vary with each search, causing confusion about what is included within each option.

**06+ Price Discrepancy: Hidden Taxes and Fees, A Breakdown of Costs**

6+

**6. Price Discrepancy: Hidden Taxes and Fees, A Breakdown of Costs**

- In this section, it is crucial to highlight the discrepancies between the initially displayed prices and the final amounts charged to customers, leading to unexpected additional costs that are not clearly explained during the booking process. The primary issues identified in this section include:

**6.1 Price Discrepancy:**

- **Image Captioned:** Farecard Demo Test Example Part 1 of 2:
- **Departing to Antalya**

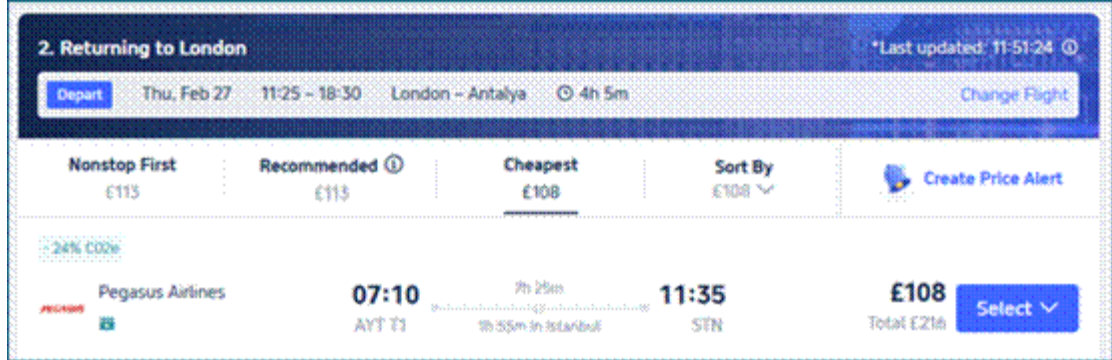
- **Exhibit: 3**



- **This image shows a screenshot of the first departing ticket being with “SunExpress Airlines” at a cost of £97 for two flights departing.**

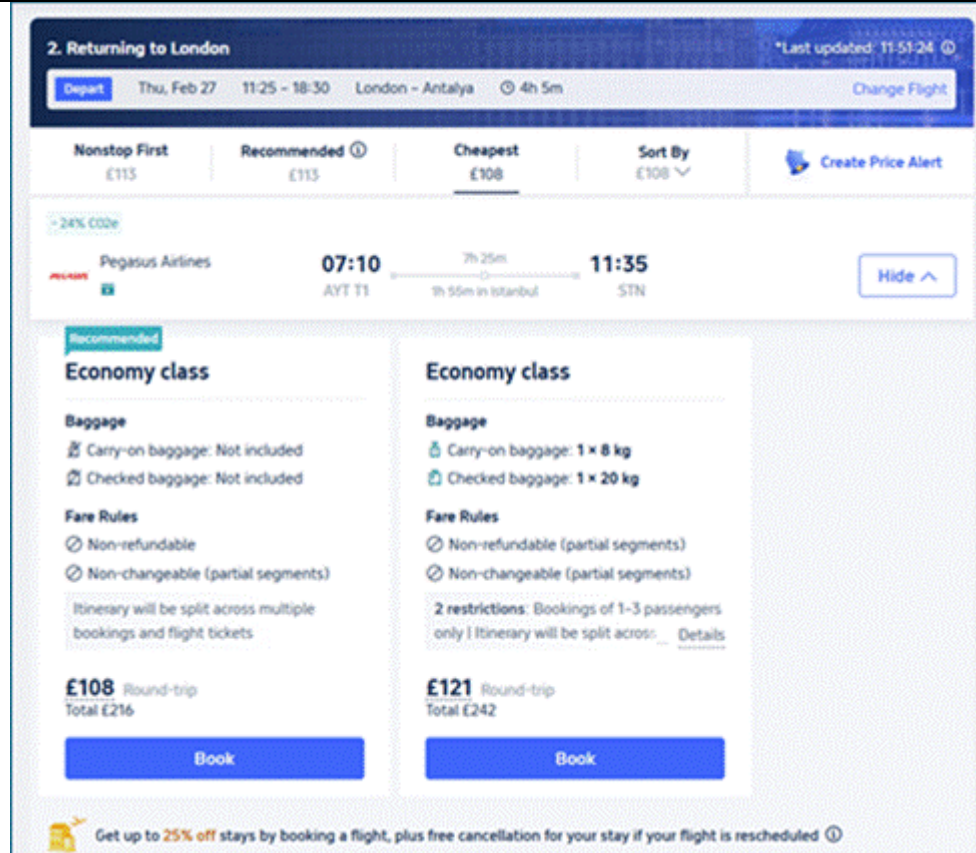
- **Image Captioned:** Farecard Demo Test Example Part 2 of 2:
- **Returning to London**

- **Exhibit: 4**



- **This image shows a screenshot of the return flight with Pegasus Airlines at a cost of £108 for two flights returning.**

- You notice a price change from an initial calculation of flight prices of **£97 + £108**, totalling **£205**, to **£216** instead of **£205**, without a clear explanation for the increase. This adds to your concern about the booking process.
- The website totals the cost to **£216** instead of **£205** and without any fair explanation.
- Next, once we click on the **“Select Button”** on the Returning to London webpage, we receive a pop-up that is defined in the HTML code as **“Content Flex Farecard.”** As imaged below:
- **Image Captioned: Fare-Cards-Returning-to-London.**
  - **Exhibit: 5**

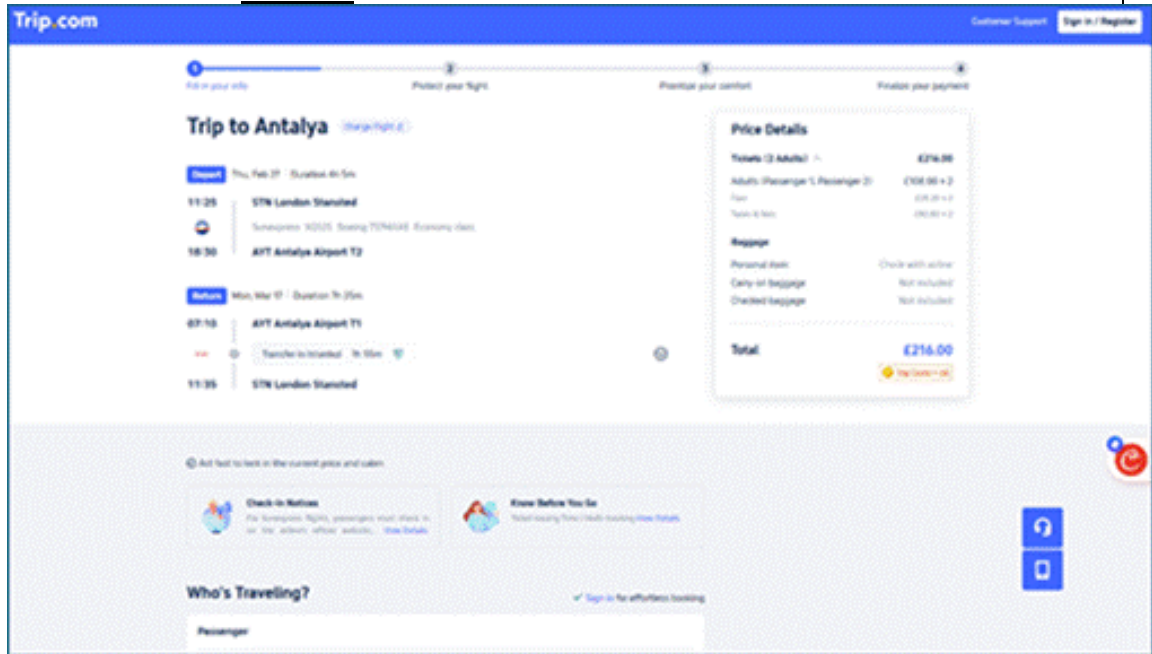


- **This image shows a screenshot of the Fare-Cards-Returning-to-London.**
- The pricing depicted in the **“Farecards”** does not align with what you were initially led to believe would be the cost of **£205**. In reality, the total is **£216**, as a higher price appears alongside the advertised price, leaving you feeling trapped into accepting an additional quotation without a clear understanding of the changes. At this point, you experience added pressure as a customer knowing that delaying your decision could result in lost time and potentially missing the services to which you have committed towards and the possibility of additional cost. This sense of urgency compels you to click the button labelled **“Book,”** hoping that further explanations will be provided later in the booking process by **“Trip.com.”** Unfortunately, this explanation does not materialize.
- The **“Farecards”** pricing states at its lowest **£108** round trip, totalling **£216**, and does not give a reason even yet, as to why we are being charged the extra fare.
  - a. **Selecting The Two Tickets Total Should be: £205.**
  - b. **Farecards Total Without Explanation: £216.**
  - c. **Extra “Believed” To Be Charged: £11 unfairly processed.**

- After clicking on the button texted as **“Book”** we are present with the Image Captioned, Screenshot as exhibited below: --

- **Image Captioned: Tax’s-Fees-Screenshot-Forced-Dropdown:**

- **Exhibit: 6**



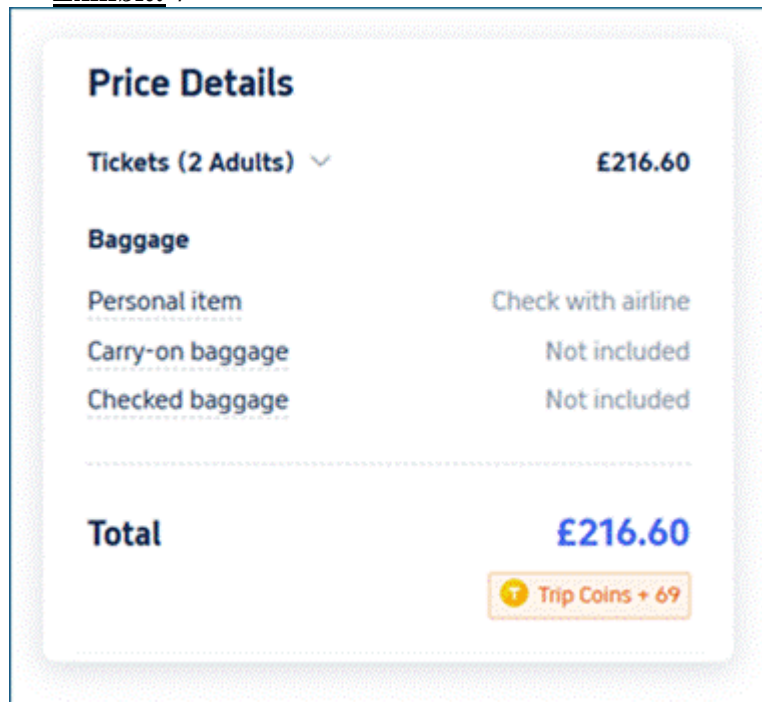
- **Image Captioned: Tax’s-Fees-Screenshot-Forced-Dropdown: Text Version!**

<b>Price Details</b>	
<b>Tickets (2 Adults)</b> ^	<b>£216.60</b>
Adults (Passenger 1, Passenger 2)	£108.30 x 2
Fare	£25.30 x 2
Taxes & fees	£83.00 x 2
<b>Baggage</b>	
Personal item	Check with airline
<b>Carry-on baggage</b>	<b>Not included</b>
<b>Checked baggage</b>	<b>Not included</b>
<b>Total</b>	<b>£216.60</b>
	<b>0 Trip Coins + 69</b>


**6.2 Detailed Breakdown of Costs:**

- The confusion regarding pricing in this instance originates from **“Trip.com.”** as their website can often be somewhat challenging to navigate or decipher. Here is a breakdown of the situation:
  - Initial Price Displayed:** £97 for the departing ticket and £108 for the returning ticket.
  - Final Price Breakdown:**
  - Tickets (2 Adults):** £216.60
  - Adults (Passenger 1, Passenger 2):** £108.30 × 2
  - Fare:** £25.30 × 2
  - Taxes & fees:** £83.00 × 2
  - The total of £216.60** includes the base fare, taxes, and fees for both passengers. The initial prices you see, **£97** and **£108**, do not include all the additional charges that are added later in the booking process.
- When you add up the base fare **£25.30 × 2** and the taxes & fees **£83.00 × 2**, you get the total cost for each passenger **£108.30**, and for two passengers, it sums up to **£216.60**.

- **Exhibit: 7**



- **Exhibit: 8**

Price Details	
<b>Tickets (2 Adults)</b> ^	<b>£216.60</b>
Adults (Passenger 1, Passenger 2)	£108.30 × 2
Fare	£25.30 × 2
Taxes & fees	£83.00 × 2
<b>Baggage</b>	
Personal item	Check with airline
Carry-on baggage	Not included
Checked baggage	Not included
<hr/>	
<b>Total</b>	<b>£216.60</b>
	

- Also, the two screenshots above depict a forced dropdown showing taxes and fees applied without clear justifications.

### **6.3 Lack of Detailed Breakdown:**

- Unfortunately, the exact breakdown of these fees is not always provided by the booking platform and a check we did of “Trip.com’s” website revealed to us that they don't provide a detailed breakdown to customers of the taxes and fees directly on their booking page or thought their website, so, us customers are left without a clear understanding of what we are being charged for.

### **6.4 Request for Transparency:**

- Therefore, I would also like to inquire about these specific breakdowns of the taxes and fees that we raise, as this information is not readily available on your website. According to my knowledge, these fees may include: --
  - a. Airport Taxes,
  - b. Security Fees,
  - c. Fuel Surcharges, And
  - d. Service Fees,
 - yet I wish to verify the exact components for clarity.

### **6.5 Example from the Website:**

- a. **Initial Price Displayed:**

- £97 for the departing flight and £108 for the returning flight, totalling £205.

b. **Final Price:**

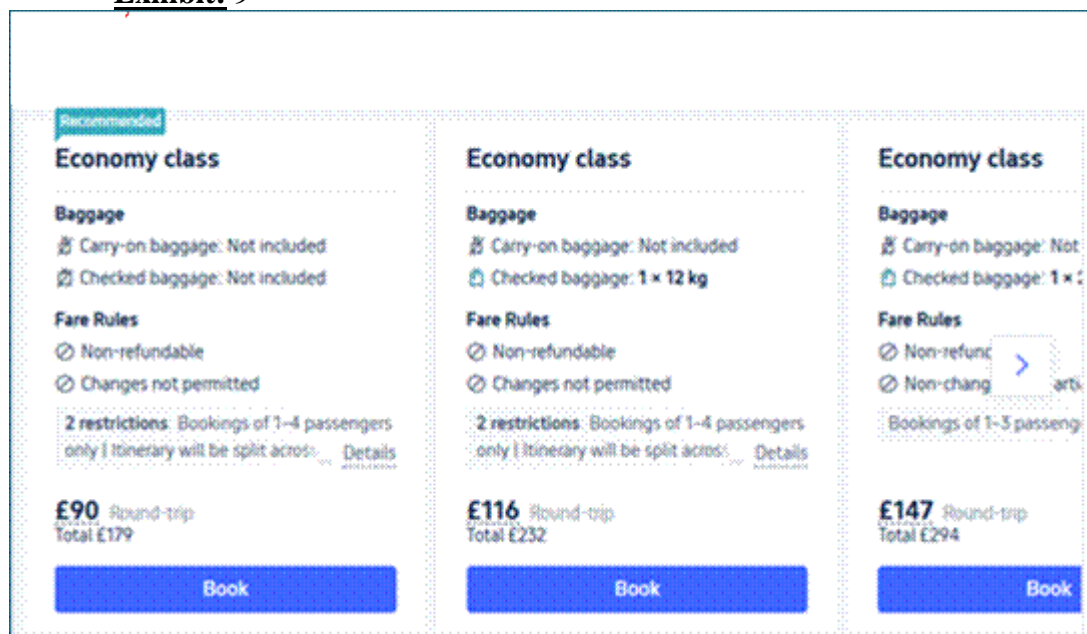
- £216 without a clear explanation for the £11 increase, nor additional **“Flight Fees.”**

c. **Website Demo Test:**

- In a live test, the total cost changed from an expected £176 to £192.40 due to hidden taxes and fees, and with a fair detailed breakdown for tickets, fare, fees & taxes, and/or additional charges as they are not clearly explained during the initial or final stages of booking.
- I would also like to formally address several other key issues I have encountered while using the **“Trip.com”** website, particularly concerning the **“Farecards”** feature and the overall user experience.

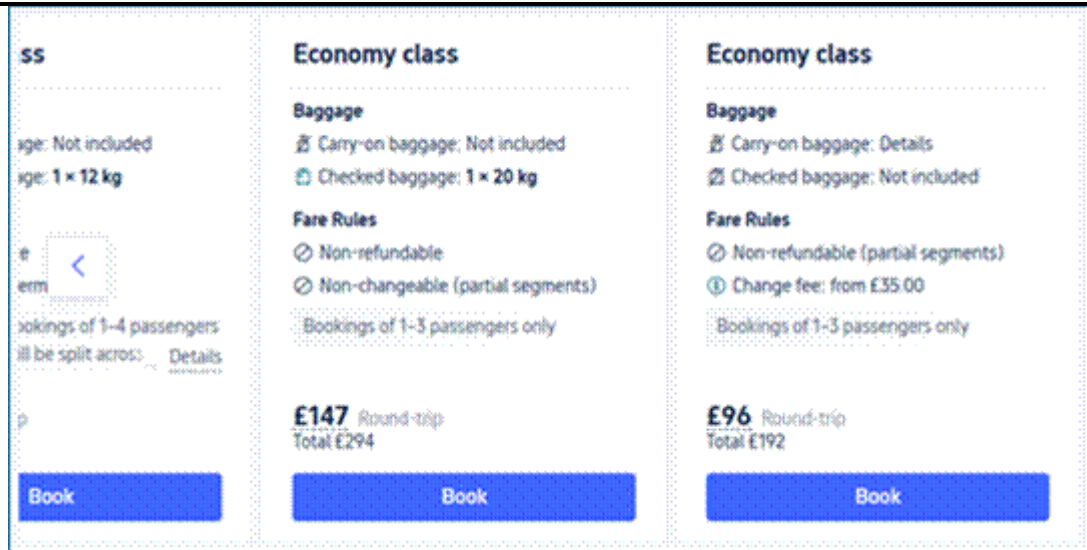
- **Image Captioned: Farecard Demo Test Example Part 1 of 2**

- **Exhibit: 9**



- **Image Captioned: Farecard Demo Test Example Part 2 of 2**

- **Exhibit: 10**



▪ **There Are 4 “Farecard’s” Imaged in These Files!**

1) **Inconsistent Farecard Availability:**

- Each time I navigate the “**Trip.com**” website, I notice that the available Farecards vary not only in options but also in quantities and this causes customer confusions. For an instance, in the images provided above, I observed four Farecards indicating that checked baggage was not included, these sorts of inconsistencies can easily go unmentioned but cause significant customer dissatisfaction, especially since the options are not always visible without scrolling horizontally or selecting specific filters. Consequently, this variability creates confusion regarding the Farecards and the associated baggage policies.

2) **Navigation Challenges:**

- The constant changes in Farecards contribute to a confusing website experience. Users often miss critical information about their flight options because they are not readily visible, or available. This lack of clarity can lead to misunderstandings about what is included in a fare and what additional costs might be incurred later.

3) **Expired Search Results:**

- Another issue I have faced is the quick expiration of search results. The first-come, first-served nature of “**Trip.com’s**” pricing model compels users to make hasty decisions, which I find to be unfair. For example, I often encounter messages stating that flight prices may have changed due to inactivity. This prompts me to restart my search process, leading to frustration with customer experience and ultimately results in different flight options and varied Farecards as well as policies and without fair warnings.

- **Image Captioned: Search Results Expired**

▪ **Exhibit: 11**

**Search Results Expired**

Due to a long period of inactivity, flight prices may have changed. Please refresh to see the latest results.

- **Unfair Pressure to Commit:** The combination of **“Unpredictable Farecard Availability,” “Navigation Difficulties,” “Expiring Search Results,”** and **“Constantly Changing Search Results.”** imposed undue pressure on me and I am sure other **“Trip.com”** users to commit to purchases without fully understanding the terms. This experience does not foster confidence in making informed travel decisions.

4) **Request for Resolution:**

- Please let me know how this discrepancy can be resolved and provide me with a detailed breakdown of the charges.
- I have included screenshots of these **"Farecards"** and included them below for your reference.

**6.6 Laws and Regulations Breached**

- In light of the issues experienced, it is essential to highlight the potential breaches of laws and regulations. These include:

1) **Consumer Protection Laws:**

- The misleading information about baggage allowances and the lack of transparent communication about fees may violate consumer protection laws, which require businesses to provide clear and accurate information to customers.

2) **European Regulation (EC) No 261/2004:**

- This regulation outlines passenger rights regarding flight cancellations and delays. Given the significant disruption and additional costs incurred, the situation may warrant a review for greater compensation under this regulation. Passengers are entitled to compensation for cancelled flights based on the distance and notice given, supporting the case for additional remuneration.

3) **Unfair Trading Regulations:**

- The use of misleading visual aids and the lack of clear text descriptions about baggage policies can be seen as unfair trading practices. These practices deceive customers into believing they must pay extra for certain services, which may not be the case under most airline policies.

**6.7 Key Points Supporting My Position:**

1) **Misleading Information:**

- The advertisement and receipt for "**Additional Baggage Allowance**" led me to believe I had secured a larger suitcase.

2) **Consumer Protection:**

- Information presented on your platform did not fulfil requirements for accuracy and clarity.

3) **Terms and Conditions Review:**

- Inconsistencies in advertised baggage allowances between flights raise questions about compliance.

4) **Exceptional Circumstances:**

- Errors on "**Trip.com's**" part led to significant financial losses beyond the cost of the original flight.

5) **Customer Service Resolution:**

- Addressing this situation fairly is crucial.

**6.8 Impact and Compensation Request:**

- Throughout both journeys, our flight experience was not satisfactory due to several issues arising from complications to do with our booking fees. We believe that if these problems had not occurred, our travel experience would have been as intended and as a consequence better. Therefore, we are requesting a refund of:
  - a. The Booking Fees We Incurred
  - b. The Lack of Clarity
  - c. Unexpected Travel Costs
  - d. Food Expenses

**6.9 Given The Financial Losses Incurred:**

- I request a reassessment of your "**Flight Price Guarantee and Booking Guarantee Terms & Conditions.**"

**6.10 To Be Overlooked Is the Amount of Maximum Compensation:**

- I Understand That the Maximum Compensation Stated on "**Trip.com's**" website specifies that "**It Includes a Refund of My Original Flight Ticket**" and "**A Complimentary Ticket for A Replacement Flight,**" and we therefore request those compensation recovery options to be granted to us.
- However, I kindly ask that you take into account the circumstances outlined in our claim, which led to significant inconveniences and distress during this travel disruption. Additionally, we incurred extra expenses as a result of these issues. We are therefore requesting compensation for the challenges we faced.

	<ul style="list-style-type: none"> <li>• Although our hotel experience was '<b>great,</b>' it was overshadowed by the concerns we raised in this claim. We believe that had these issues not occurred, we would have enjoyed the holiday we expected but sadly did not. We are seeking a settlement for the stress and trauma that this inconvenience wrongly caused to us and at no fault of our own at the cost of <b>£120.32: Exhibit: L</b></li> <li>• In light of "<b><u>The European Regulation (EC) No 261/2004,</u></b>" which outlines passenger rights regarding flight cancellations and delays, I believe that my situation warrants a review for greater compensation due to the significant disruption caused. This regulation entitles passengers to compensation for cancelled flights based on the distance and notice given, which supports my case for additional remuneration.</li> <li>• Furthermore, considering my loyalty as a regular customer of "<b><u>Trip.com</u></b>" and its associated airlines, I believe that offering a more generous resolution would be a valuable gesture in maintaining customer satisfaction and trust.</li> <li>• In conclusion, the above-mentioned issues collectively create a negative user experience that not only complicates the process of booking flights but also detracts from the overall legitimacy of the "<b><u>Trip.com</u></b>" platform. I urge you to consider these concerns seriously and take steps to improve the user interface and experience on your website. Thank you for your attention to these matters, also our "<b><u>Booking Experience With "Trip.com"</u></b>" never stopped there as detailed below!</li> </ul>	
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**07+** [Baggage Allowance Confusion](#)

7+	<p><b>7. <u>Baggage Allowance Confusion</u></b></p> <ul style="list-style-type: none"> <li>• This section takes part in clarifying the confusion surrounding baggage allowances and policies encountered during the booking process and at the airport, while using "<b><u>Trip.com</u></b>":</li> <li>• <b><u>Image Captioned: Fair Cards!</u></b></li> <li>▪ <b><u>Exhibit: 12</u></b></li> </ul>
----	---

Previously viewed - 20% CO2e

Pegasus Airlines 09:40 4h 35m 11:15  
 AYT T2 Nonstop STN Hide ^

**Recommended**

Economy class	Economy class	Economy class
<b>Baggage</b> Carry-on baggage: Not included Checked baggage: Not included <b>Fare Rules</b> Non-refundable Changes not permitted 2 restrictions: Bookings of 1-4 passengers only   Itinerar: ... Details	<b>Baggage</b> Carry-on baggage: Not included Checked baggage: 1 x 12 kg <b>Fare Rules</b> Non-refundable Non-changeable (partial segments) 2 restrictions: Bookings of 1-3 passengers only   Itinerar: ... Details	<b>Baggage</b> Carry-on baggage: Not included Checked baggage: 20 kg (departure), 1 x 20 kg (return) <b>Fare Rules</b> Non-refundable Change fee: from £37.00 2 restrictions: Bookings of 1-3 passengers only   Itinerar: ... Details
<b>£96</b> Round-trip Total £192 Book	<b>£123</b> Round-trip Total £245 Book	<b>£160</b> Round-trip Total £320 Book

Get up to 25% off stays by booking a flight, plus free cancellation for your stay if your flight is rescheduled ⓘ

1) **First Options About Baggage:**

- This is when the first options are given to us about baggage as we are given options to select about them in the Farecards.

2) **Unfair Image Sizes:**

- Two small images that are hard to tell apart from one another. This makes it difficult to make informed decisions.

3) **No Image of The Rack Sack or Gym Bag:**

- There is no image of the rack sack or gym bag that is permitted to be carried as a **“Personal Item,”** leading you to wait to understand more of what is allowed before you commit to picking your options.

4) **Failure Mentioning of Sizes:**

- The website does not clearly specify the allowed or prohibited sizes for items. Instead, it often only displays a number on some fare cards, which may indicate the permitted number of objects and the allowable weight. Furthermore, not all fare cards are visible simultaneously; users must scroll sideways to view additional cards, and some information is only accessible through clickable links, making it challenging to see all the relevant details at once.

5) **Lack of Clarity on Policies:**

- The website fails to specify where “**Policies**” are kept unless customer users find the “**Baggage Allowance & Policies**” link.
- This link only turns blue when hovered over, which can lead users to overlook it, not realizing it is a clickable link.
- Even if users find this section, things still stay confusing and for an instance they might encounter greyed-out text indicating restrictions, such as “**Each piece cannot exceed 40 × 30 × 15 cm in size,**” making you believe it is not an active part of the policy due to not being in black text.
- These colour and lack of textual explanations cause errors and create customer confusions, as users can easily make mistakes assume that weblinks and policies are managed fairly for customer use and protocols to be met must be implemented and applied universally across all “**Travel Booking Agents**” and “**Airlines**” websites, when at the present date it does not. The absence of clear and prominent explanations misleads customers, as the information is not presented straightforwardly for easy understanding. More is addressed about “**Trip.com**” policy section in the next section of this document titled as: “**8. Pop-up Policy Information Sections.**”

6) **Farecard Package Deals:**

- In most cases all the “**Farecards.**” Package deals for “**Baggage,**” are selections for just “**One Person's Luggage,**” meaning you will have to make modifications to the packages at a later time in the “**Booking Process**” if there is more than one of you traveling and for this reason, the lowest Farecard was selected by myself.

7.1 **Additional Points:**

1) **Misleading Practices:**

- The reliance on color-coded images and visual aids without clear textual descriptions misled passengers into believing they needed to pay extra for certain baggage allowances. These practices deceive customers and result in additional fees and inconvenience during travel.

2) **Impact on Passengers:**

- The confusion and misleading information about baggage allowances led to financial losses, stress, and disruption of travel plans. Passengers were forced to pay additional fees for baggage that was initially believed to be covered by the booking.

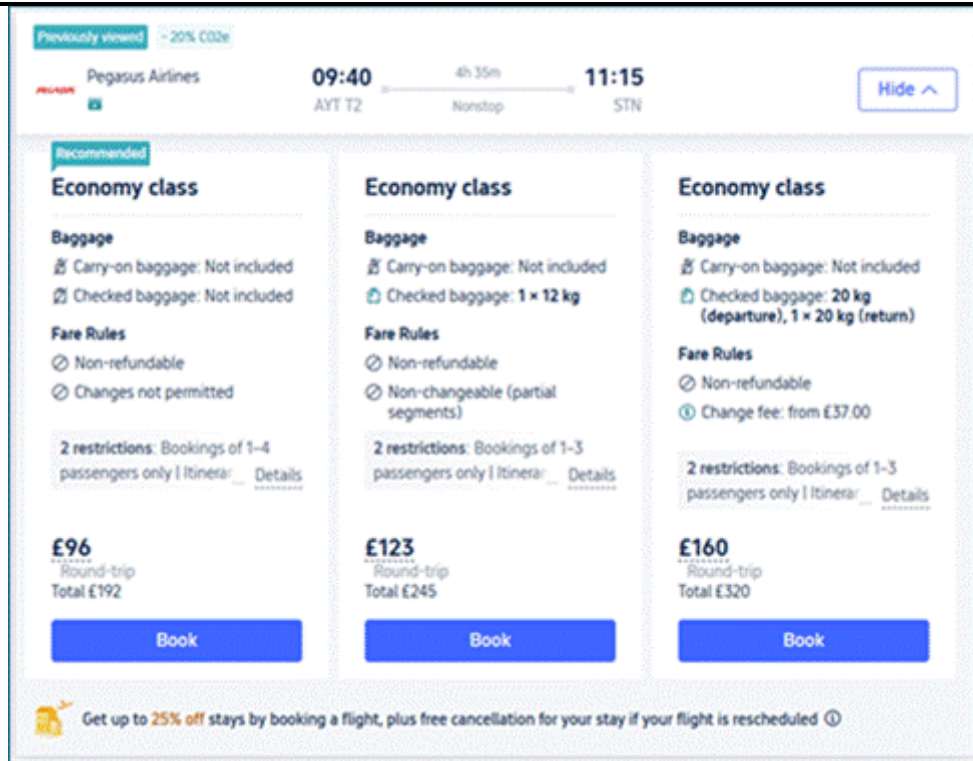
3) **Request for Improvements:**

- A clear, text-based explanation of baggage policies on the website would help passengers make informed decisions and avoid unexpected costs.

	<p>Transparent and consistent information about baggage allowances is essential to improve the overall user experience and prevent similar issues for future customers.</p> <ul style="list-style-type: none"> <li>• In conclusion, this section, the lack of clear and consistent information about baggage allowances significantly impacted on our travel experience, leading us to financial losses and stress. It is crucial for the website to provide transparent and accurate information to ensure a fair and hassle-free travel experience for passengers.</li> </ul>	
--	---	--

**08+** [Pop-up Policy Information Sections](#)

<p><b>8+</b></p>	<p><b>8. <u>Pop-up Policy Information Sections</u></b></p> <ul style="list-style-type: none"> <li>• When clicking the weblinks in the image above, you will find a section title as <b><u>“Baggage.”</u></b> Under this section, there is text stating <b><u>“Carry-On Baggage Not Included.”</u></b> It is important to note that as prior mentioned earlier in this claim this text is actually a clickable link that seems to be hide and directs you to the <b><u>“Baggage Allowance &amp; Policies”</u></b> page. Once you click on it, a slide-in pop-up appears titled <b><u>“Baggage Allowance &amp; Policies,”</u></b> which contains the following menus:       <ol style="list-style-type: none"> <li>a. <u>Booking Information,</u></li> <li>b. <u>Baggage Allowance, and</u></li> <li>c. <u>Flight Cancellation &amp; Change Policies.</u></li> </ol> </li> <li>• <b><u>Image Captioned: Fair Cards!</u></b></li> <li>▪ <b><u>Exhibit: 13</u></b></li> </ul>
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- Image Captioned: This Is a Screenshot of The Opened Webpage Link:
- Exhibit: 14

## Baggage Allowance & Policies



[Booking Information](#)

[Baggage Allowance](#)

[Flight Cancellation & Change Policies](#)

### Booking Information

#### ✓ Ticket Issuing Time

Once payment is confirmed, tickets will be issued within 1 day

#### ⓘ Using Tickets in Order

According to the airline's regulations, the tickets you have booked must be used in the order of the flight segments. Otherwise, the ticket fare, fuel surcharges, and government taxes will be recalculated based on the actual itinerary. If the recalculated amount exceeds the amount you have already paid for the tickets, you will be required to pay the difference. Additionally, any unused flight segments on the tickets will be considered invalid and cannot be used. The final decision will be subject to the approval of the operating carrier.

### Baggage Allowance

#### Depart London - Antalya



##### Personal Item

1 piece per person, 3 kg per piece.  
Each piece cannot exceed 40 × 30 × 15 cm in size.  
Must be placed under the seat in front of you



##### Carry-on Baggage

Please contact airline for detailed baggage regulations.



##### Checked Baggage

The total weight per person cannot exceed 20 kg.  
Total dimensions (length + width + height) of each piece cannot exceed 158 cm.

#### Return Antalya - London



##### Personal Item

1 piece per person, 3 kg per piece.  
Each piece cannot exceed 40 × 30 × 15 cm in size.  
Must be placed under the seat in front of you



##### Carry-on Baggage

Please contact airline for detailed baggage regulations.



##### Checked Baggage

The total weight per person cannot exceed 20 kg.  
Total dimensions (length + width + height) of each piece cannot exceed 158 cm.

### Flight Cancellation & Change Policies

The ticket policy is subject to the rules listed below, and these might differ from policies listed on the airline's website. Any cancellation or change requests must be made through Trip.com platforms or to our customer support.

## 8.1 Booking Information

- This section provides details about frequent flyer miles, ticket issuing times, and passenger number restrictions. It has no relevance to baggage allowance.

## 8.2 Baggage Allowance

### 1) Images and Descriptions:

- The section contains unclear images representing baggage types (e.g., Personal Item, Carry-on Baggage, Checked Baggage) without explicit descriptions. For instance:

- a. **“Personal Item”** does not include the term **“Rack sack.”**
- b. **“Carry-on Baggage”** does not include the term **“Suitcase.”**
- c. **“Checked Baggage”** does not include the term **“Suitcase.”**

- Each package deal selected in the **“Booking”** or **“Farecard”** has its own **“Baggage Allowance & Policies.”** Clicking on the weblink titled **“Baggage Allowance & Policies”** will show a popup section containing the **“Baggage Policy.”**
- The **“Baggage Policy”** has similar issues as described but does not clearly define policies or rules to meet **“Fair-Trading Standards.”** This can cause confusion for customers.
- If you select an economy **“Farecard”** with **“Baggage Allowance,”** the website automatically updates the policies based on the package selected or reselected from the **“Farecard.”**
- For example, if a customer selects a package deal in the **“Farecard,”** clicks the **“Book”** button, and then checks the **“Baggage Allowance”** policy section, they may receive a **“Search Result Expired”** message and need to restart the process. The new package will come with its own updated **“Baggage Allowance & Policies,”** which may differ from the previous policy.

2) **Image Representation:**

- The section does not include names for the images, nor does it explain that the images change colour to indicate status: a greyed-out image means **“No,”** and a coloured image means **“Yes.”** This lack of explanation leads to confusion.

3) **System-Generated Notes:**

- There is a note stating, **“Additional baggage allowance can be purchased on the information entry page.”** This leads to confusion about when human intervention is required.
- Customers may believe that the next page opened by the site after clicking the **“Farecard”** will tailor the **“Additional Baggage Allowance”** for their holiday, but this is not the case. The **“Additional Baggage Allowance”** must mean as it is described in text and that would be to add additional baggage allowance to your holiday, not as Carry-on Baggage as most expect is free of charge.

4) **Contact Information:**

- The section has a note stating, **“Carry-On Baggage: Please Contact Airline for Detailed Baggage Regulations.”**

- **Image Captioned: This is another screenshot of the webpage:** Taken when reviewing another flight package!
- **Exhibit: 15**



### **8.3 Baggage Allowance & Policies**

#### **1) Trip.com Website Test:**

- During a test conducted on the "**Trip.com**" website, this image was used as part of the evaluation. The test demonstrated that customers might not

realize the images change colours to indicate different statuses, leading to confusion. Additionally, the lack of underwriting explaining these changes can further mislead customers about the consistency of baggage policies.

2) **Colour and Clarity:**

- In the images above all the images are blue in colour. If a customer views the **“Baggage Allowance & Policies”** section for the first time or is not very observant, they might believe this represents the policy for all baggage allowances. This misunderstanding arises because there is no underwriting to explain the images.

3) **Text and Weights:**

- The text and weights in these categories change without warning. For instance, if your “Search Results Expire,” the policies and weights may be different when you view them again.

09+ [Once you select the button in blue with the text “Book.”](#)

9+

9. **Once you select the button in blue with the text “Book.”**

▪ **Exhibit: 16**

The screenshot displays a flight search interface for Pegasus Airlines on the route AYT T2 to IST. The flight duration is 4h 35m. Three Economy class options are shown, each with a 'Book' button. The first option is priced at £96 (Total £192) and includes no carry-on or checked baggage. The second option is priced at £123 (Total £245) and includes 1 x 12 kg of checked baggage. The third option is priced at £160 (Total £320) and includes 20 kg of checked baggage for departure and 1 x 20 kg for return. All options are non-refundable and non-changeable. A promotional banner at the bottom offers up to 25% off stays by booking a flight.

Option	Price	Checked Baggage	Carry-on Baggage
Option 1	£96 (Total £192)	Not included	Not included
Option 2	£123 (Total £245)	1 x 12 kg	Not included
Option 3	£160 (Total £320)	20 kg (departure), 1 x 20 kg (return)	Not included

	<ul style="list-style-type: none"> <li>• Due to most of the farecards not having an option for two people to carry the required amounts of baggage it becomes more visible to select the lowest priced farecard, leaving you to wait to apply any additional baggage allowances later still in the booking process.</li> </ul>	
<p><b>10+ <a href="#">The “Booked Page” Screenshot</a></b></p>		
<p><b>10+</b></p>	<p><b>10. <u>Screenshot-Baggage-Click-and-Pay-Part1</u></b></p> <ul style="list-style-type: none"> <li>• The below is a screenshot of my purchased package.</li> <li>▪ <b>Exhibit: 17</b></li> </ul>	

Step 1: Select your info Step 2: Publish your flight Step 3: Personalize your comfort Step 4: Finalize your payment

### Trip to Antalya (Round Trip)

<b>Depart</b>	Sun 14th Jul	Duration 4h 5m
12:00	STN London Stansted	
---	Transfer Address: PC1000 Airbus A320 Economy class	
19:05	AYT Antalya Airport T2	
<b>Return</b>	Mon 19th Jul	Duration 4h 20m
09:40	AYT Antalya Airport T2	
---	Transfer Address: PC1000 Airbus A320 Economy class	
11:15	STN London Stansted	

<b>Price Details</b>	
Tickets (2 Adults)	£472.00
<b>Baggage</b>	
Personal item	Free
Carry-on baggage	Check with airline
Checked baggage	Free
<b>Total</b>	<b>£472.00</b>

All fees to book in the current price and label

**Ticket Issuing Time**  
Your departure is confirmed, so you can book with confidence.

**Know Before You Go**  
Many Travelers in Your Area Booked

### Who's Traveling? Sign in for a faster booking

**Passenger**

**LEWIS JAMES**  
Adult / Antalya / Standard Economy  
Please provide the correct flight information.

[Add Passengers](#)

### Additional Baggage Allowance

Bring everything you need for your trip. Baggage Allowance

	Personal item	Carry-on baggage	Checked baggage
London - Antalya	1 item, total 7 kg	Please contact the airline for size and free allowance details.	20 kg
Antalya - London	1 item, total 7 kg	Please contact the airline for size and free allowance details.	20 kg

**Lost Checked Baggage Protection**

Your checked baggage will be protected throughout your flight. If your baggage is lost, please report it within 24 hours of your flight's arrival. We'll then pay you for the baggage for 90 days. It can pay up to £1,000 for your lost or damaged baggage. [View More](#)

**£4.80 per item**

### Cancellation & Change Policies

<b>Cancellation fee</b> Non-refundable (Default)	<b>Change fee</b> From £10.00 (Default)
<b>Need More Flexibility?</b>	
Cancellation Guarantee - <b>Lost Flight</b>	
Get 50% of your ticket cost refunded	<b>£45.00</b> per item
Get 100% of your ticket cost refunded	<b>£57.00</b> per item
Flexible Travel Dates - <b>Lost Flight</b>	
Change flights without change fees and reduce fare	<b>£28.50</b> per item

### Stay Discounts

**New Guest Offer**  
5% off (up to £5.00)

**Top Deal**  
Watch 5% of Your Booking

**Flight Exclusive Offer**  
Up to 25% off

### Contact Details

Search name:  | Email:  | Mobile phone:

### Promo Codes

No applicable promo codes

**Flight Promo Code for New Trip.com Flyers**  
Use 2024-10-17-2025  
This promotion can be used with your selected itinerary. [Details](#)

**Flight Promo Code for New Trip.com Flyers**  
Use 2024-10-17-2025  
This promotion can be used with your selected itinerary. [Details](#)

**Flight Promo Code**

- **Screenshot 26-2-2025 194413 www.trip.com**

### **10.1 Flight Details**

#### **1) Your add-ons in “Flight Bookings”**

- At the top of the image above, you can see a menu that highlights the booking stage you are currently in on the **“Trip.com”** website. This stage is designated as **“Flight Bookings.”** Within this part of the webpage, **“Trip.com”** offers **“Two Options for Luggage,”** which are markedly different from one another and are positioned in entirely separate sections of the site’s webpage. This separation can be quite challenging for customers who have just purchased their holiday, as both links are pertinent to baggage but are not conveniently grouped together.
- The first baggage-related link is found within the **“Flight Details”** section, making it somewhat elusive and difficult to locate. Conversely, the second link resides in the **“Your Add-ons”** section. The divergent placements of these two important links create confusion, as neither is prominently featured at the top of the webpage or integrated into the main menu.
- This disorganization makes it hard for users to find essential information about their baggage options. The first link details the complimentary luggage allowance, while the second outlines what you need to pay for any additional baggage. Ensuring these links are grouped together in a more intuitive manner would greatly enhance the user experience and simplify the process for travellers seeking important baggage information.

#### **2) The First: Leads you to the Baggage Allowance “Free Baggage Allowance” section!**

- **Screenshot Free Baggage Allowance www.trip.com**

#### ▪ **Exhibit: 18**

<b><u>Baggage Allowance</u></b>		
<b><u>Free Baggage Allowance</u></b>		
<b><u>London-Antalya</u></b>		
Adults	Personal item	• <b><u>1 piece per person, 15 kg each</u></b>

		<ul style="list-style-type: none"> <li>• Dimensions of each piece cannot exceed 45x36x20 cm.</li> <li>• Must be placed under the seat in front of you.</li> </ul>
	Carry-on baggage	<ul style="list-style-type: none"> <li>• No free baggage allowance</li> </ul>
	Checked baggage	<ul style="list-style-type: none"> <li>• No free baggage allowance</li> </ul>
<b><u>Antalya-London</u></b>		
Adults	Personal item	<ul style="list-style-type: none"> <li>• <b><u>1 piece per person, 4 kg each</u></b></li> <li>• Please contact the airline for detailed baggage policies</li> <li>• Must be placed under the seat in front of you.</li> </ul>
	Carry-on baggage	<ul style="list-style-type: none"> <li>• No free baggage allowance</li> </ul>
	Checked baggage	<ul style="list-style-type: none"> <li>• No free baggage allowance</li> </ul>

1) **Inconsistent Weight Allowance:**

- The "**Personal Item**" weight allowance differs significantly between the two flights. For the London to Antalya flight, it is "**15 kg,**" while for the Antalya to London flight, it is only "**4 kg.**" This inconsistency can easily be confusing for passengers.

2) **Lack of Detailed Information:**

- The return flight's "**Personal Item Allowance**" states, "**Please Contact the Airline for Detailed Baggage Policies,**" which is vague and unhelpful. Passengers need clear and specific information about what is allowed.

3) **No Free Carry-on or Checked Baggage:**

- Both flights mention "**No**" free "**Carry-On or Checked Baggage**" allowance, which might be unusual for some airlines and could lead to unexpected additional costs for passengers.

4) **Size Restrictions:**

- The dimensions for the **“Personal Item”** on the London to Antalya flight are specified **“45x36x20 cm,”** but there's **“No”** mention of **“Size Restrictions for The Return Flight.”** This lack of information can cause confusion and potential issues at the airport.

5) **Placement of Personal Items:**

- Both flights state that **“Personal Items”** must be placed under the seat in front of you. However, the significant weight difference **“15 kg vs. 4 kg”** raises questions about the **“Practicality and Safety”** of placing a **“15 Kg Item Under the Seat.”**

6) **Inconsistent Policies:**

- The differences in **“Baggage Policies”** between the **“Outbound and Return Flights”** can create confusion and inconvenience for passengers who might expect consistent rules for both legs of their journey.

**10.2 For More Detailed Information, We Can Visit The:**

1) **SunExpress Cabin Baggage**

- <https://www.sunexpress.com/en-gb/information/luggage-info/cabin-baggage/>
  - This page provides detailed information about Sun Express’s baggage policies, including carry-on and checked baggage allowances, special baggage, and more.

2) **SunExpress Travel Baggage**

- <https://www.sunexpress.com/en-gb/information/luggage-info/travel-luggage/>
  - This page outlines the updated travel baggage allowances for SunExpress, including information on excess baggage fees and specific regulations for international flights.

**10.3 Other Regulations:**

- 1) In accordance with **European Union Health and Safety Regulations**, each piece of baggage is subject to a **maximum weight limit of 32 kg**. Unfortunately, baggage exceeding this weight cannot be accepted at check-in. Baggage weighing between **23 kg** and **32 kg** is classified as **“Heavy Baggage.”**

- 2) **The Second:** opens a pop-up webpage as imaged below titled as **“Additional Baggage Allowance.”**

- **Exhibit:** 19

The screenshot displays the 'Additional Baggage Allowance' section of an airline website. It includes a 'Price Details' sidebar on the right, a central baggage allowance table, and a 'Cancellation & Change Policies' section at the bottom.

**Price Details:**

- Tickets (2 Adults): £472.00
- Personal item: Free
- Carry-on baggage: Check with airline
- Checked baggage: Free
- Total:** £472.00

**Additional Baggage Allowance:**

- Personal Item:** 1 (40 x 30 x 15 cm)
- Carry-on baggage:** Please contact airline for detailed baggage regulations.
- Checked baggage:** Total dimensions (length + width + height) of each piece cannot exceed 158 cm.

Route	Passenger	Allowance	Weight
London - Antalya	Passenger 1	1 piece, total 3 kg	20 kg
Antalya - London	Passenger 1	1 piece, total 3 kg	20 kg

**Lost Checked Baggage Protection:** £4.00/person

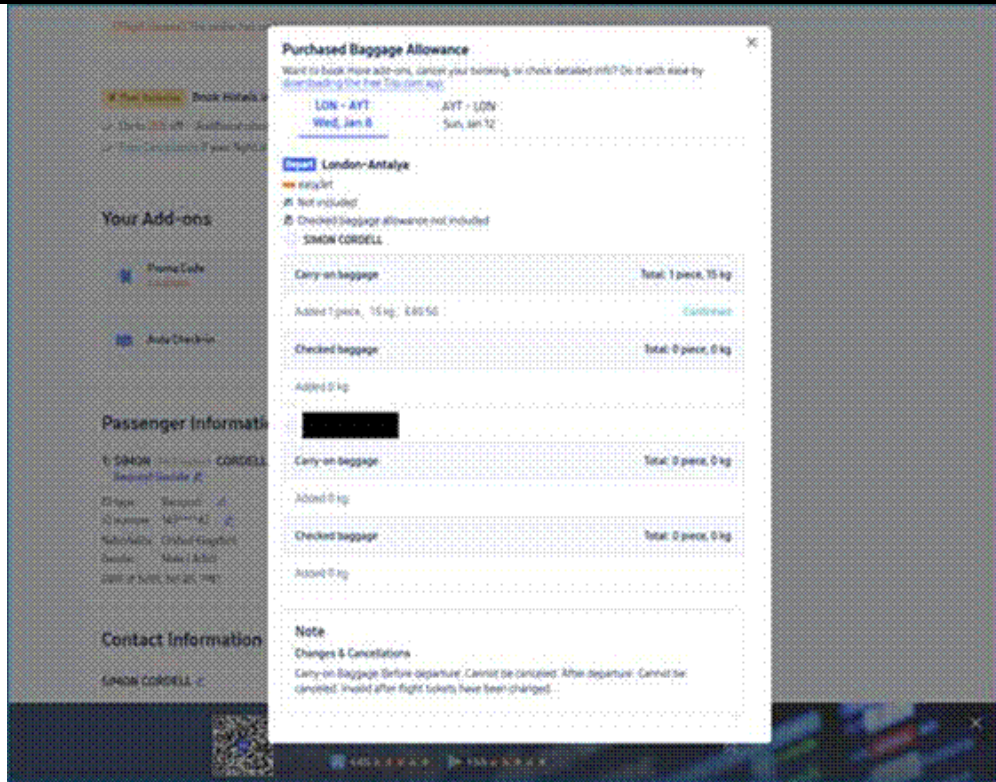
**Cancellation & Change Policies:**

- Cancellation fee: Non-refundable
- Change fee: From £92.00

- **Additional Baggage Allowance:** Bring everything you need for your trip.
- The Baggage Allowance weblink takes you to the “**Baggage Allowance & Policies**” and is of no help.
- 3) **The third:** option is still the second option but once you have paid the button takes you to the following screenshot,”

#### 10.4 **Purchased Baggage Allowance.**

- The below is a screenshot of my purchased package.
- This is the receipt for “**Purchased Baggage Allowance.**” Which proves I was right about paying for a larger suitcase as well.
- **Exhibit:** 20



**Purchased Baggage Allowance**

Want to book more addons, cancel your booking, or check detailed info? Do it with ease by downloading the free **“Trip.com”** app.

**LON – AYT - LON**  
**AYT Sun, Jan 12**  
**Wed, Jan 8**

**Depart London-Antalya**  
**“EasyJet”**

Not included  
 Checked baggage allowance not included.

**CORDELL/SIMON**

<b>Carry-on baggage</b> 15 kg	<b>Total: 1 piece,</b>
Added 1 piece, 15 kg, £40.50	<b>Confirmed</b>
<b>Checked baggage</b> kg	<b>Total: 0-piece, 0</b>
Added 0 kg	

+++++

		<table border="1"> <tr> <td><b>Carry-on baggage</b></td> <td><b>Total: 0-piece, 0 kg</b></td> </tr> <tr> <td colspan="2">Added 0 kg</td> </tr> <tr> <td><b>Checked baggage</b></td> <td><b>Total: 0-piece, 0 kg</b></td> </tr> <tr> <td colspan="2">Added 0 kg</td> </tr> </table>	<b>Carry-on baggage</b>	<b>Total: 0-piece, 0 kg</b>	Added 0 kg		<b>Checked baggage</b>	<b>Total: 0-piece, 0 kg</b>	Added 0 kg		
<b>Carry-on baggage</b>	<b>Total: 0-piece, 0 kg</b>										
Added 0 kg											
<b>Checked baggage</b>	<b>Total: 0-piece, 0 kg</b>										
Added 0 kg											
		<p>Note Changes &amp; Cancellations Carry-on Baggage: Before departure: Cannot be cancelled. After departure: Cannot be cancelled. Invalid after flight tickets have been changed.</p>									
<ul style="list-style-type: none"> <li>• No <b>“Personal Items”</b> are declared by <b>“Trip.com”</b> in the <b>“Purchased Baggage Allowance Receipt.”</b></li> <li>• It clearly states, <b>“Carry-On Baggage Confirmed.”</b></li> <li>• Below we have Exhibited a copy of the <b>“Itinerary” “Trip.com”</b> provided us with and it states otherwise, and this led to uncertainty as to what was paid for at the airport.</li> <li>• <b>“Personal Items”</b> are a rack sack and not permitted to be a suitcase as imagined and marketed for sale by <b>“Trip.com”</b> even aloe this is not the majority of airlines policy as I was misled by <b>“Trip.com”</b> to believe and pay for. <ul style="list-style-type: none"> <li>1) This is the receipt for <b>“Free Baggage Allowance”</b> and it clearly states, <b>“Free Baggage Allowance.”</b> and I knew I had paid for a larger suitcase as well.</li> <li>2) There is the possibility of this not being the Carryon luggage as Easy Jet allows a <b>“free 15kg policy.”</b></li> </ul> </li> </ul>											
<b>11+ <a href="#">Itinerary</a></b>											
<b>11+</b>	<b>11. <u>Itinerary</u></b> <ul style="list-style-type: none"> <li>• I received an email containing a link that I can click to access my bookings page after making a purchase. Once there, I can find another link to download my itinerary as a PDF.</li> <li>▪ <b><u>Exhibit: 21</u></b></li> </ul>										

# Itinerary



## Booking Information

We advise you print out your itinerary and take it with you to ensure your trip goes as smoothly as possible.  
Booking No. 1653702646294295

London - Antalya		
Name	Class	Airline Booking Reference
SIMON (Given names) CORDELL (Surname)	Economy	K8M8DNZ
[REDACTED] (Surname)	Economy	K8M8DNZ

Antalya - London		
Name	Class	Airline Booking Reference
SIMON (Given names) CORDELL (Surname)	Economy	X3R4G7
[REDACTED] (Surname)	Economy	X3R4G7

## Flight Information

London - Antalya	
Departure	08:00, January 8, 2025 Gatwick Airport ,S
Arrival	15:20, January 8, 2025 Antalya Airport ,T2
Airline	easyJet U26519
Class	Economy   4hr 20mins   No Meals

Antalya - London	
Departure	09:55, January 12, 2025 Antalya Airport ,T1
Arrival	11:40, January 12, 2025 Gatwick Airport ,S
Airline	Sunexpress XQ590
Class	Economy   4hr 45mins   No Meals

## Baggage Allowance

Please check the baggage information at the bottom for more details.

London - Antalya		
<b>SIMON CORDELL (Adults)</b>		
Personal item	1 piece per person, 15 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	
<b>[REDACTED] (Adults)</b>		
Personal item	1 piece per person, 15 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	
<b>Additional Baggage Allowance (Purchased)</b>		
SIMON CORDELL	1piece(s), total 15kg carry-on baggage	Processing

Antalya - London		
<b>SIMON CORDELL (Adults)</b>		
Personal item	1 piece per person, 4 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	
<b>[REDACTED] (Adults)</b>		
Personal item	1 piece per person, 4 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	

### Important information

- During various procedures in the airport, passengers must provide the valid ID used to purchase their ticket. Their boarding pass or itinerary may also be required.
- Please note that tickets must be used in the sequence set out in the itinerary, otherwise airlines reserve the right to refuse carriage. Trip.com bears no responsibility if passengers are unable to board a plane due to not complying with airline policies and regulations.
- We make the suggestion to arrive at Gatwick Airport at least 2h prior to departure to ensure you have enough time to check in.

- We make the suggestion to arrive at Antalya Airport at least 2h prior to departure to ensure you have enough time to check in.

### Baggage Information

#### London - Antalya

- Carry-on baggage: No free baggage allowance
- Checked baggage: No free baggage allowance
- Personal item: Must be placed under the seat in front of you.

---

#### Antalya - London

- Carry-on baggage: No free baggage allowance
- Checked baggage: No free baggage allowance
- Personal item: Must be placed under the seat in front of you.

3

### **11.1 Frequent Confusion**

- There are many instances where information changes unexpectedly or is presented confusingly. In this case, it appears that the updates

are not reflected correctly after payment, particularly regarding our **"Additional Baggage Purchases."** While these purchases are mentioned, they are not clearly added to our booking.

**11.1 Extract from "Trip.com": --**

- **Exhibit: 22**

**Regulations on "Special Baggage Allowance"** Each airline has different regulations on special baggage, such as musical instruments, sports equipment, E.g., **"Therefore, for baggage other than regular backpacks and suitcases," "Trip.com"** recommends checking the baggage regulations on the airline's website or contacting our customer support before traveling.

**11.1 "Special Baggage Allowance:"**

- For items like musical instruments or sports equipment should not imply to us in this case but I checked them anyways and the policy states that they vary by airline and are recommended to be checked directly on the airline's website. But they are clear that this is not necessary for **"Regular Backpacks and Suitcases!"**

**12+ [The 3<sup>rd</sup> Flight Cancellation & Change Policies](#)**

12+

**12. The 3<sup>rd</sup> Flight Cancellation & Change Policies**

- Due to our decision not to cancel our flight or make changes to our policy ourselves, I will not be covering this section of the website.

**13+ [Within The Bottom Header Of The Webpage Is The Following Text](#)**

13+

**13. Within The Bottom Header of The Webpage Is the Following Text**

**1) Extract from "Trip.com": --**

- **Exhibit: 23**

**Book Flights from Antalya to London on "Trip.com"**

**\*\*Find Affordable Airfare with Ease\*\***

Searching for cheap flights from Antalya to London? **"Trip.com"** offers a seamless booking experience, "Showcasing" the best real-time airfares and flight deals. With advanced tools like Fare Alerts and Deal Finder fare calendars, you can effortlessly plan your journey, whether for business or leisure. Plus, do not forget to explore the convenient Flight + Hotel packages that enhance your London vacation experience.

- More convenient and affordable would mean having a clearer baggage system put into place within the website and with clear policies that are wrote out in a text format were they do not change as tickets are selected and also, if images are used and the change of their colour to facilitate the **“Baggage Allowance & Policies.”** then a text format for customer-side public awareness should be attached and not images when address **Policies. i.e.** as adults in UK we are aware that images are used in necessity schools to aid in our development but as we grow up these skills are less used unless put into emergency situation. i.e. like emergency signs above doors. When booking a holiday or flight it is a more professional outfit you are expecting, and you tend to look for the Finner print and fail to understand if images are being used, and their colour change demonstrates certain aspects of the price you pay or holiday you entail. If you as a customer have only used or seen this website once, then you will not have a fair chance of understanding due to the lack of explanations unless you are looking to select all these things again and again and hope to notice these changes for yourself and protection of funds available and this is not fair.

- Also, in the bottom footer of the website home page linked here: <https://www.trip.com/> is this: --

- **Extract from “Trip.com”:** --
- **Exhibit: 24**

#### **Other Services**

- 1) [Investor Relations](#)
- 2) [“Trip.com” Rewards](#)
- 3) [Affiliate Program](#)
- 4) [List Your Property](#) **“This Is to Rent Property Out and Not Book Luggage In.”**
- 5) [All Hotels](#)
- 6) [Become a Supplier](#)
- 7) [Security](#)

#### 2) **Enhancing the Booking Experience**

- While **“Trip.com”** provides excellent flight options, there is room for improvement in the clarity of baggage policies. A more streamlined and transparent system would significantly enhance user satisfaction. Clear text descriptions of baggage allowances and policies, rather than relying heavily

	<p>on images that change in colour, would help travellers make informed decisions.</p> <ul style="list-style-type: none"> <li>• For instance, adults are accustomed to reading and understanding text-based information in professional contexts, yet the current reliance on visual aids can lead to confusion. When booking flights, customers expect a professional and straightforward approach, including clear and consistent policies that remain unchanged throughout the selection process.</li> <li>• Visual aids can be helpful for educational purposes, particularly in childhood development, but in situations like flight bookings, detailed textual explanations are far more effective. When navigating a booking site, travellers should not have to re-evaluate images or decipher fluctuating colour codes in order to comprehend crucial information about baggage allowances and policies.</li> </ul> <p><b>3) <u>The Importance of Clear Communication</u></b></p> <ul style="list-style-type: none"> <li>• Transparent communication surrounding baggage policies can significantly enhance user experience. Clear, concise text-based information will empower travellers to understand their choices better, ensuring they feel confident and informed while booking their flights.</li> <li>• In summary, while <b>“Trip.com”</b> provides valuable services for finding flights, implementing a clearer system for baggage allowances using straightforward text rather than changing imagery will create a more user-friendly environment and facilitate a smoother booking process.</li> </ul>	
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**14+ [Flights Price Guarantee](#)**

<p><b>14+</b></p>	<p><b>14. <u>Flights Price Guarantee</u></b></p> <p><b><u>Flights Price Guarantee</u></b></p> <p><b>1) <u>Trip.Com Guarantees That the Price of Your Flight Will Not Change After Payment Has Been Confirmed.</u></b> However, in my case, the price did change due to an error with the wrong booking classifications of purchase <b>“Baggage Allowance.”</b> Specifically:</p> <ul style="list-style-type: none"> <li>• <b><u>Incorrect Baggage Allowance:</u></b> The flight tickets were delayed due to confusion caused by <b>“Trip.com”</b> not purchasing the correct <b>“Baggage Allowance”</b> as paid for.</li> <li>• <b><u>Communication Issues:</u></b> There was a lack of clear communication through the user experience on their website.</li> </ul>
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- 2) If the ticket is not issued after successful payment due to Trip.com's fault and the ticket price increases, Trip.com is requested to cover the difference.

### **Booking Guarantee**

- **Trip.Com Will Do Its Best to Guarantee Your Trip Once Your Tickets Are Issued.** If you are unable to board the flight due to the fault of Trip.com, please contact them immediately. They will provide compensation according to the circumstances, with the maximum possible compensation being a refund of the cost of your original flight ticket plus a free ticket for a replacement flight designated by Trip.com.
- **Extract from Trip.com:**
- **Exhibit: 25**

### **Flight Price Guarantee and Booking Guarantee Terms & Conditions**

- 1) Please contact Trip.com immediately if you run into any problems while booking flight tickets.
  - If you make your own arrangements without contacting Trip.com or choose not to take a solution provided by Trip.com, you forfeit your rights under Trip.com's Flight Price Guarantee and Booking Guarantee.
- 2) The Flight Price Guarantee and Booking Guarantee **"Will Not Apply"** in any of the following circumstances:
  - 1+ Tickets were not issued due to unsuccessful payment.
  - 2+ Tickets were not issued due to a flight schedule change.
  - 3+ Any conditions which do not cause a change from the original flight schedule.
  - 4+ Failure to board a flight is due to the fault of the customer.
  - 5+ The flight is departing within 2 hours of booking.
  - 6+ Failure to board due to any conditions not caused by Trip.com.
  - This includes, but is not limited to, airline delays or cancellations, an issue with the airport, a Force Majeure Event, or any other causes or conditions not caused by Trip.com.
- 3) **Flight bookings with: "Ryanair" "Do Not Qualify"** for any of the service guarantees provided by **"Trip.Com,"** -including but not limited to Price Guarantee, Booking Guarantee, and advance compensation.

**Additional Information**

1) **Not all airlines charge for additional baggage, including small suitcases, but the ones that do have several reasons:**

- **Revenue Generation:** Baggage fees are a significant source of revenue for airlines.
- **Fuel Costs:** Additional weight on the aircraft requires more fuel.
- **Handling and Storage:** Managing and storing extra luggage incurs costs.
- **Encouraging Compliance:** Fees encourage passengers to adhere to weight and size restrictions.
- **Tax Savings:** In some regions, unbundling services like baggage fees from the base airfare can reduce the amount subject to government taxes.

2) **Changes in Airline Baggage Policies:**

- The shift in airline baggage policies, particularly regarding the size and weight of carry-on luggage, has evolved over the years due to various factors. In 2015, the **“International Air Transport Association (IATA)”** issued guidelines to **“Standardize The “Size” Of Carry-On Luggage.”** This led many major airlines to adopt new dimensions, generally smaller than previous allowances.
- Budget airlines have further tightened their **“Carry-On Policies”** to generate **“Additional Revenue.”** For example, since 2018, airlines like **“Ryanair, EasyJet, and Wizz Air”** have **“Reduced the Maximum Dimensions Allowed for Free Carry-On Bags.”**
- This change was driven by the need to maximize profits and manage the limited space in the cabin more efficiently. The introduction of these stricter regulations and fees for **“Carry-On Luggage”** has been a way for **“Airlines to Offset High Operating Costs”** and encourage passengers to **“Adhere To “Weight and Size” Restrictions.”** This shift has also been influenced by heightened security measures and the need to streamline boarding processes.
- [https://www."Trip.com"/pages/customer-service/](https://www.)

**15+ All Personal Items Can Be Suitcases For 99% Of Airlines**

15+

**15. All Personal items can be suitcases for 99% of Airlines.**

## **Here Is a List of Regulations and Organizations That Monitor Carry-On Baggage:**

### **International Regulations**

#### **1) International Air Transport Association (IATA):**

- Sets guidelines for carry-on baggage dimensions and weight limits for member airlines.
- IATA Cabin Baggage  
1+ <https://www.iata.org/en/programs/ops-infra/baggage/check-bag/>

### **Regional Regulations**

#### **2) European Union Aviation Safety Agency (EASA):**

- Regulates carry-on baggage policies for airlines operating within the European Union.
- EASA Cabin Baggage  
1+ <https://www.iata.org/en/programs/ops-infra/baggage/check-bag/>

#### **3) Federal Aviation Administration (FAA):**

- Regulates carry-on baggage policies for airlines operating within the United States.
- FAA Baggage Regulations  
1+ <https://www.caa.co.uk/passengers-and-public/passenger-guidance/baggage/>

#### **4) Civil Aviation Authority (CAA):**

- Regulates carry-on baggage policies for airlines operating within the United Kingdom.
- CAA Baggage Regulations Canada  
1+ <https://tc.canada.ca/en/aviation/aviation-security/what-you-can-t-bring-plane>

### **National Regulations**

#### **1) Transport Canada:**

- Regulates carry-on baggage policies for airlines operating within Canada.
- Transport Canada Baggage Regulation  
1+ <https://tc.canada.ca/en/aviation/publications/what-can-i-bring-airplane>

#### **2) Australian Civil Aviation Safety Authority (CASA):**

- Regulates carry-on baggage policies for airlines operating within Australia.
- CASA Baggage Regulations  
1+ <https://www.casa.gov.au/search?keys=Baggage>

### Airport-Specific Regulations

#### 1) Heathrow Airport:

- Provides specific guidelines for carry-on baggage for flights departing from Heathrow.
- Heathrow Airport Baggage Information  
1+ <https://www.heathrow.com/at-the-airport/security-and-baggage/hand-baggage-and-liquids>

#### 2) Gatwick Airport:

- Provides specific guidelines for carry-on baggage for flights departing from Gatwick.
- Gatwick Airport Baggage Information  
1+ <https://www.gatwickairport.com/passenger-guides/security.html>

#### 3) Stansted Airport:

- Provides specific guidelines for carry-on baggage for flights departing from Stansted.
- Stansted Airport Baggage Information  
1+ <https://www.stanstedairport.com/help/passenger-guides/luggage/>

### Luggage Regulations and Personal Items

- If we go to the airline's webpage in respect of information regarding luggage regulations, we can ascertain that 99% of the airlines do not specify whether personal luggage can or cannot be a suitcase, meaning that it can be, as long as it fits within the size and weight restrictions that are enforced. Carry-on luggage items are regulated by size and weight restrictions the same.

### Keywords to search for on the Airline's websites are as follows:

- 1) Rucksack
- 2) Rack Sake
- 3) Suitcase

- And if none of these are present, then this means they are not regulated unless by images alone. Out of the sixteen airlines we searched for, only "EasyJet" slightly covered Suitcase as an additional cost to "Personal Items." "Personal Items" are not even classified as "Personal Items" in easy jets website but rather as "Large Cabin Bag."
- If I go to Skyscanner and book a flight, "They Provide a List Of "Travel Agents" Similar To "Trip.Com."" When I Select Any of These Companies, They Sell Me the Flight but Often Trap Me into Paying for A Suitcase Being Allowed as Carry-On Baggage." This practice is misleading and potentially unlawful, as it contradicts the established policies of many airlines. According to most airline policies, passengers are allowed to carry one suitcase as a personal item without additional

fees, as long as it meets the specified size and weight restrictions. This discrepancy between the booking platforms' charges and the airlines' policies is both unfair and deceptive.

- Consumers have the right to accurate and transparent information when booking flights. Misleading practices like these can be reported to the appropriate regulatory authorities, such as the Civil Aviation Authority (CAA) in the UK or the Department of Transportation (DOT) in the USA. It is essential for booking platforms to align their policies with those of the airlines to ensure fair treatment of passengers.

1) **American Airlines**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 22 x 14 x 9 inches (56 x 36 x 23 cm). **“Suitcases Are Allowed as Carry-On Baggage at No Additional Fee.”**
- **Personal Item:** Must fit under the seat in front of you and not exceed 18 x 14 x 8 inches (45 x 35 x 20 cm). Examples include a small backpack, purse, or laptop bag. **“While The Website Does Not Explicitly Define Personal Items as Including Suitcases, Any Item That Fits Within the Specified Dimensions Is Permitted.”**
- **Verification:** Information verified on the American Airlines website on **February 18, 2025, 00:50 GMT**. American Airlines Carry-on Baggage Policy.
- **American Airlines Carry-on Baggage Policy:**  
1+ <https://www.aa.com/i18n/travel-info/baggage/carry-on-baggage.jsp>

2) **Qatar Airways**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must not exceed 50 x 37 x 25 cm and weigh no more than 7 kg for Economy Class. Business and First-Class passengers can bring two pieces of carry-on baggage with a combined weight of 15 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a handbag, briefcase, or laptop bag. **While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.**
- **Verification:** Information verified on the Qatar Airways website on **February 18, 2025, 00:55 GMT**. Qatar Airways Carry-on Baggage Policy.
- **Qatar Airways Carry-on Baggage Policy:**  
1+ <https://www.qatarairways.com/en/baggage/allowance.html>

3) **Emirates**

- **Carry-on Baggage:** One carry-on bag and one personal item.

- **Carry-on Bag:** Must not exceed 55 x 38 x 22 cm and weigh no more than 7 kg for Economy Class. Premium Economy passengers can bring a carry-on bag weighing up to 10 kg. Business and First-Class passengers can bring two pieces of carry-on baggage with specific size limits. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Emirates website on **February 18, 2025, 01:00 GMT**. Emirates Carry-on Baggage Policy.
- **Emirates Carry-on Baggage Policy:**  
1+ <https://www.emirates.com/uk/english/before-you-fly/baggage/cabin-baggage-rules/>

#### 4) **Lufthansa**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must not exceed 55 x 40 x 23 cm and weigh no more than 8 kg for Economy Class. Business and First-Class passengers can bring two pieces of carry-on baggage. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a laptop bag, shopping bag, or handbag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Lufthansa website on **February 18, 2025, 01:05 GMT**. Lufthansa Carry-on Baggage Policy.
- **Lufthansa Carry-on Baggage Policy:**  
1+ <https://www.lufthansa.com/us/en/carry-on-baggage>

#### 5) **Ryanair**

- **Carry-on Baggage:** One small personal bag and one additional bag for Priority & 2 Cabin Bags passengers.
- **Small Personal Bag:** Must fit under the seat in front of you and not exceed 40 x 20 x 25 cm. Examples include a handbag or laptop bag.
- **Additional Bag:** For Priority & 2 Cabin Bags passengers, an additional 10 kg bag (55 x 40 x 20 cm) can be stored in the overhead locker. **“Suitcases”** are allowed as **“Carry-On Baggage”** for Priority & 2 Cabin Bags passengers at no additional fee.
- **Verification:** Information verified on the Ryanair website on **February 18, 2025, 01:10 GMT**. Ryanair Carry-on Baggage Policy.
- **Ryanair Carry-on Baggage Policy:**  
1+ <https://help.ryanair.com/hc/en-gb/articles/12888036565521-Ryanair-s-Bag-Policy>

6) **“EasyJet”**

- **Carry-on Baggage:** One small cabin bag and one additional large cabin bag for certain passengers.
- **Small Cabin Bag:** Must fit under the seat in front of you and not exceed 45 x 36 x 20 cm. Examples include a small trolley case, handbag, rucksack, or laptop bag.
- **Large Cabin Bag:** For passengers who book a **Large Cabin Bag**, it must not exceed 56 x 45 x 25 cm and can be stored in the overhead locker. Suitcases are allowed as **carry-on baggage** for passengers who book a large cabin bag at no additional fee.
- **Verification:** Information verified on the **“EasyJet”** website on **February 18, 2025, 01:15 GMT**. **“EasyJet”** Carry-on Baggage Policy.
- **“EasyJet” Carry-on Baggage Policy:**  
1+ <https://www.EasyJet.com/en/help/baggage/cabin-bags>

7) **British Airways**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 22 x 18 x 10 inches (56 x 45 x 25 cm). Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you and not exceed 16 x 12 x 6 inches (40 x 30 x 15 cm). Examples include a handbag, laptop bag, or small backpack. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the British Airways website on **February 18, 2025, 01:20 GMT**. British Airways Carry-on Baggage Policy.
- **British Airways Carry-on Baggage Policy:**  
1+ <https://www.britishairways.com/en-gb/information/baggage-essentials>

8) **Delta Airlines**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 22 x 14 x 9 inches (56 x 36 x 23 cm). Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you. Examples include a purse, laptop bag, or item of similar size. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Delta Airlines website on **February 18, 2025, 01:25 GMT**. Delta Airlines Carry-on Baggage Policy.

- **Delta Airlines Carry-on Baggage Policy**  
1+ <https://www.delta.com/us/en/baggage/carry-on-baggage>

9) **Virgin Atlantic**

- **Carry-on Baggage:** One carry-on bag and one personal item.
- **Carry-on Bag:** Must fit in the overhead bin and not exceed 23 x 36 x 56 cm (9 x 14 x 22 inches). Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Examples include a handbag, small backpack, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Virgin Atlantic website on **February 18, 2025, 01:30 GMT**. Virgin Atlantic Carry-on Baggage Policy.
- **Virgin Atlantic Carry-on Baggage Policy:**  
1+ <https://flywith.virginatlantic.com/gb/en/prepare-to-fly/baggage/hand-baggage.html>

10) **Aer Lingus**

- **Carry-on Baggage:** One cabin bag and one small bag.
- **Cabin Bag:** Must not exceed 55 x 40 x 24 cm and weigh no more than 10 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Small Bag:** Must not exceed 25 x 33 x 20 cm. Examples include a handbag or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Aer Lingus website on **February 18, 2025, 01:35 GMT**. Aer Lingus Carry-on Baggage Policy.
- **Aer Lingus Carry-on Baggage Policy:**  
1+ <https://www.aerlingus.com/travel-information/baggage-information/cabin-baggage/>

11) **Air France**

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 35 x 25 cm and weigh no more than 12-18 kg combined with the personal item, depending on the ticket type. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.

- **Verification:** Information verified on the Air France website on **February 18, 2025, 01:40 GMT**. Air France Carry-on Baggage Policy.
- **Air France Carry-on Baggage Policy:**  
1+ <https://www.airfrance.co.uk/information/bagages>

#### 12) KLM

- **Carry-on Baggage:** One cabin bag and one small bag.
- **Cabin Bag:** Must not exceed 55 x 35 x 25 cm and weigh no more than 12 kg combined with the small bag. Suitcases are allowed as carry-on baggage at no additional fee.
- **Small Bag:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the KLM website on **February 18, 2025, 01:45 GMT**. KLM Carry-on Baggage Policy.
- **KLM Carry-on Baggage Policy:**  
1+ [https://www.klm.com/travel/us\\_en/prepare\\_for\\_travel/baggage/baggage\\_allowance/index.htm](https://www.klm.com/travel/us_en/prepare_for_travel/baggage/baggage_allowance/index.htm)

#### 13) Turkish Airlines

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 40 x 23 cm and weigh no more than 8 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag, briefcase, or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Turkish Airlines website on **February 18, 2025, 01:50 GMT**. Turkish Airlines Carry-on Baggage Policy.
- **Turkish Airlines Carry-on Baggage Policy:**  
1+ <https://www.turkishairlines.com/en-int/any-questions/carry-on-baggage/>

#### 14) Jet2

- **Carry-on Baggage:** One cabin bag and one small personal item.
- **Cabin Bag:** Must not exceed 56 x 45 x 25 cm and weigh no more than 10 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Small Personal Item:** Must not exceed 40 x 30 x 15 cm. Examples include a handbag or laptop bag. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.

- **Verification:** Information verified on the Jet2 website on **February 18, 2025, 01:55 GMT**. Jet2 Carry-on Baggage Policy.
- **Jet2 Carry-on Baggage Policy:**  
1+ <https://www.jet2.com/en/at-the-airport/cabin-baggage>

#### 15) **SunExpress**

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 40 x 23 cm and weigh no more than 8 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you. Examples include a handbag, laptop bag, or small backpack. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the **“Sunexpress”** website on **February 18, 2025, 02:00 GMT**. **“Sunexpress”** Carry-on Baggage Policy.
- **SunExpress Carry-on Baggage Policy:**  
1+ <https://www.sunexpress.com/en/information/luggage-info/cabin-baggage/>  
2+ <https://top-handgepaeck-koffer.de/sunexpress-handgepaeck/>

#### 16) **Pegasus Airlines**

- **Carry-on Baggage:** One cabin bag and one personal item.
- **Cabin Bag:** Must not exceed 55 x 40 x 20 cm and weigh no more than 8 kg. Suitcases are allowed as carry-on baggage at no additional fee.
- **Personal Item:** Must fit under the seat in front of you. Examples include a handbag, laptop bag, or small backpack. While the website does not explicitly define personal items as including suitcases, any item that fits within the specified dimensions is permitted.
- **Verification:** Information verified on the Pegasus Airlines website on **February 18, 2025, 02:05 GMT**. Pegasus Airlines Carry-on Baggage Policy.
- **Pegasus Airlines Carry-on Baggage Policy:**  
1+ **Baggage Allowance**  
<https://www.flypgs.com/en/pegasus-baggage-allowance>  
  
2+ **Express Baggage**  
<https://www.flypgs.com/en/express-baggage>  
  
3+ **What Is Your Cabin Baggage Allowance**  
<https://www.flypgs.com/en/what-is-your-cabin-baggage-allowance>

**Airline-Specific Changes**

- **American Airlines (2025)**: American Airlines is rumoured to be implementing revised baggage policies in **2025**, which could redefine what passengers are allowed to bring on board.
- **European Airlines (2025)**: New EU carry-on standards have tightened what counts as an acceptable bag, influencing US-bound passengers and prompting airlines like American Airlines to update their guidelines.

### **Beliefs And Non-Beliefs, Miffs**

- The rules for carrying personal items on planes have evolved over time. Initially, there was no significant distinction between the types of items you could carry, whether it was a rucksack, bag, or suitcase. “However, as air travel became more popular and security measures tightened, some airlines began to implement more specific regulations and trip advisors and themselves fail to make this clear when selling their products or services.”
- **The space provided above your head**, known as the overhead bin, is typically used for larger carry-on items such as suitcases, duffel bags, and larger backpacks. Airlines have specific size and weight limits for these items, so it is important to check with your airline and trip advisors for the guidelines.

### **Key Milestones in Carry-On Rules**

- **Early Days of Commercial Aviation**: In the early days, there were fewer restrictions on carry-on items. Passengers had more flexibility with the types of luggage they could bring on board. There were fewer restrictions on size and weight.
- **Post-9/11 Security Measures (2001)**: After the **September 11, 2001**, attacks, security measures were significantly increased. This led to stricter regulations on carry-on items, including size, weight, and the types of items allowed.
- **Introduction of Liquid Restrictions (2006)**: In response to a foiled terrorist plot involving liquid explosives, the Transportation Security Administration (TSA) introduced the 3-1-1 rule, limiting liquids in carry-on bags to containers of 3.4 ounces (100 millilitres) or less, all fitting in a single quart-sized bag.
- **Enhanced Security Screening (2010s)**: With advancements in technology, enhanced security screening procedures were implemented, including the use of advanced imaging technology (AIT) scanners at airports.
- **Recent Changes (2020s)**: Airlines have continued to update their carry-on policies, often influenced by regulatory changes and operational needs. For

	<p>example, American Airlines and other carriers have been rumoured to be tightening carry-on rules in <b>2025</b>, aligning more closely with stricter international standards.</p> <ul style="list-style-type: none"> <li>• <b>Modern Regulations:</b> <u>“Today,”</u> most airlines have specific guidelines for <u>“Carry-On Luggage”</u> and <u>“Personal Items.”</u> These rules vary by airline but generally include <u>“Size and Weight Limits,”</u> as standard regulations. <b>Personal items are typically defined as</b> <u>“Items That Can Fit Under the Seat in Front of You, Such as A Purse, Laptop Bag, Or Small Backpack.”</u></li> <li>• There have been other instances where both <u>“Sunexpress”</u> and <u>“EasyJet”</u> have faced complaints and legal actions related to their baggage policies and advertising practices.</li> <li>• <b>For Sunexpress,</b> there have been reports of passengers experiencing issues with damaged or delayed baggage, as well as complaints about the clarity of their <u>“Baggage Policies.”</u></li> <li>• <u>“EasyJet”</u> has also faced similar issues. There have been complaints about their <u>“Baggage Policies,”</u> particularly regarding the <u>“Size and Weight Limits for Carry-On and Checked Baggage.”</u> Some passengers have claimed that the information provided was <u>“Misleading, Leading to Unexpected Charges at The Airport.”</u></li> </ul> <p><b><u>Facts, Dated 29/01/2025:</u></b></p> <ul style="list-style-type: none"> <li>• The <u>“Sunexpress”</u> website defines carry-on luggage as a single piece of hand baggage with a maximum weight of 8 kg and dimensions not exceeding <u>55 x 40 x 23 cm.</u> It does not specify that <u>“Carry-On Luggage”</u> must be a <u>“Rucksack.”</u> Instead, <b><u>“it provides general guidelines for the size and weight of the carry-on item, which can be any type of bag that fits within these limits.”</u></b></li> </ul>
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**16+ “EasyJet”**

<p><b>16+</b></p>	<p><b>16. <u>“EasyJet”</u></b></p> <p><b>1) <u>EasyJet Customer Weblinks</u></b></p> <ul style="list-style-type: none"> <li>• Here are three EasyJet weblinks related to travel baggage, sourced from the EasyJet website for the United Kingdom: <a href="https://www.easyjet.com/en">https://www.easyjet.com/en</a>.</li> </ul> <p><b>1+ <u>Cabin Bags - “EasyJet.”</u></b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.EasyJet.com/en/help/baggage/cabin-bags">https://www.EasyJet.com/en/help/baggage/cabin-bags</a></li> </ul>
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- This page explains **“EasyJet's”** cabin bag policy, including size and weight limits, and the option to book a large cabin bag for your flight.
- This page outlines the free baggage allowance for a small under-seat cabin bag (45 x 36 x 20 cm, up to 15kg). It specifies that the bag must fit under the seat and be manageable by the passenger.
- Optional features, such as a large cabin bag (56 x 45 x 25 cm), can be purchased for additional perks like Speedy Boarding.

**2+ Hold Luggage - “EasyJet.”**

- <https://www.EasyJet.com/en/help/baggage/hold-luggage>
- This page provides information on **“EasyJet's”** hold luggage policy, including allowances for different bag sizes and fees for excess baggage.
- It explains the policies for checked luggage, including multiple weight options (15kg, 23kg, and Size) and the associated fees.
- Contradictions arise when cross-referenced with the **Cabin Bags** page, suggesting manipulative practices by showcasing the 15kg allowance as paid hold luggage rather than a free cabin option.

**3+ Fees and Charges - “EasyJet.”**

- <https://www.EasyJet.com/en/terms-and-conditions/fees>
- This page details **“EasyJet's”** fees and charges, including those related to baggage, seat selection, and other services.
- It covers all costs related to booking and includes what is in the price you see when searching for flights. There is a seating advertisement selection, and baggage section, followed by Changes and Cancellations. However, the seating and baggage sections are under scrutiny as these fees are not always prominently referenced on other pages, contributing to confusion for travelers.

**2) Extract from “EasyJet.” weblink above:**

- This screenshot is **“EasyJet's”** webpage. I will systematically address the relevant sections of the page, starting with the main content and then exploring the submenus located in the top right corner.

- **Exhibit:** 26

Hand baggage

Cabin bags

Everyone gets one small under-seat cabin bag per person on board for free. It can be a maximum size of 45 x 36 x 23 cm (including any handles and wheels) which must weigh the same as your bag. This should be enough to bring all the essentials for your journey for a short trip. Your bag can weigh up to 10kg but we do not allow any items to be carried outside the bag.

It must also be able to fit in a large cabin bag or under-seat (max. 56 x 45 x 25 cm, including any handles and wheels) for flights to certain airports. Some airports require the use of a large cabin bag for short flights. Easy customer help books a large cabin bag. Our goal is to keep the benefits of easyJet's baggage.

If you're an eligible Plus member or customer who has booked a FLEX fare, you can also bring a large cabin bag on board in addition to your under-seat bag as part of your membership or fare benefits. See below for full details.

Please note that the maximum number of cabin bags available per person is two. This includes the bag for all passengers and spare cabin bag for maximum of one additional bag for up to 10 remaining quantities to which they may apply to the product's baggage.

Remember - purchasing all your bags online is checked and off-peak you need bring bag free at the airport and your cabin bag (see below) to the gate.



**Cabin bag explained**  
 To be eligible for a cabin bag, you must be a Plus member or have a FLEX fare. The maximum number of cabin bags allowed is two per person. The maximum weight of a cabin bag is 10kg. The maximum size of a cabin bag is 45 x 36 x 23 cm (including any handles and wheels). The maximum weight of a cabin bag is 10kg. The maximum size of a cabin bag is 45 x 36 x 23 cm (including any handles and wheels).

Search help and advice

See more in Baggage

- Cabin bags
- Cabin bags and hold luggage
- Southwest
- Travel insurance
- Restricted and unusual items
- Delayed or delayed bags and lost baggage

Manage Bookings

Log in

Cabin bag allowances

- All customers (including infants)**
- One small cabin bag**
- Maximum size 45 x 36 x 23 cm (including any handles and wheels)
  - Maximum weight 10kg (including any handles and wheels)
  - Maximum weight 10kg. You need to be able to lift and carry this bag yourself.
- Customers who have paid to add a large cabin bag to their booking or have booked Plus membership or a fare that includes a large cabin bag**
- One large cabin bag**
- Maximum size 56 x 45 x 25 cm (including any handles and wheels)
  - Includes items like a trolley case and hand luggage - but please check dimensions
  - Maximum weight 10kg (including any handles and wheels)
  - Maximum weight 10kg. You need to be able to lift and carry the bag yourself
  - Includes, but not limited to, the side of the bag to be stored
- Customers who have Plus membership or have booked a large cabin bag or have booked a fare that includes a large cabin bag**
- Maximum size 56 x 45 x 25 cm (including any handles and wheels)
  - Maximum weight 10kg (including any handles and wheels)
  - Maximum weight 10kg. You need to be able to lift and carry the bag yourself

Your cabin bag allowance - All customers

Item	Small cabin bag (45 x 36 x 23 cm)	Large cabin bag (56 x 45 x 25 cm)
One small cabin bag	✓	✗
One large cabin bag	✗	✓
Two small cabin bags	✓	✗
Two large cabin bags	✗	✓
One small and one large cabin bag	✗	✗
Two small and one large cabin bag	✗	✗
Two large and one small cabin bag	✗	✗
Two small and two large cabin bags	✗	✗
Two large and two small cabin bags	✗	✗
Two small and two large cabin bags (with Plus membership)	✗	✗
Two large and two small cabin bags (with Plus membership)	✗	✗

If you have a Plus membership or have booked a large cabin bag or have booked a fare that includes a large cabin bag, you can also bring a large cabin bag on board in addition to your under-seat bag as part of your membership or fare benefits. See below for full details.

Check your cabin bag size

We check cabin bag sizes before you board. If your cabin bag is bigger than the maximum size allowed or if you bring a large cabin bag to the departure gate without the correct size reduction, or without one disembarked for your flight, it won't get onto the plane. We'll have to check it for you at the airport and you'll have to pay for it. We'll also have to check it for you at the airport and you'll have to pay for it.

So, to help you check your cabin bag allowance before you board, we've created a handy checklist for the bags below. See the [Bags and Charges](#) page for full details.

If you're unsure whether your cabin bag fits within our maximum dimensions, you can use our handy bag fitting tool (link below) which tells you the size and weight of your bag. Simply go to the bag fitting tool. You can then use your mobile phone camera to scan your cabin bag. If it fits inside the maximum cabin bag dimensions for the bag type you've selected, you're good to go. However, the bag fitting tool is only a guide. It's a good idea to check your bag's size by measuring it with a tape measure (or a kitchen scale) before you fly.

It's always best to check your bag size before you board. See the [Bags and Charges](#) page for full details.

- How you can bring a large cabin bag on board
- easyJet Plus members and FLEX fare customers
- Cabin bag allowances for children and infants
- Hand baggage
- Smart luggage
- Handheld belongings

- **Text Extract from “EasyJet” Screenshot above:** Exhibited as 26!
- **Exhibit: 27 “Text Extract”**
- The text in the webpage states the following: --

### **Cabin Bags**

[Hold luggage >](#)

1+ **“Everyone can bring one small under seat cabin bag per person on board for free.”**

2+ It can be a **“Maximum Size Of 45 X 36 X 20 Cm” “Including Any Handles and Wheels”** and must be kept **“Under the Seat in Front of You.”** That should be enough to bring all the essentials for your journey or for a short trip. Your **“Bag Can Weigh Up To 15kg,”** but we do ask that you are able to **“Lift and Carry It Yourself.”**

3+ If you would also like to bring a **“Large Cabin Bag on Board Max. 56 X 45 X 25 Cm, Including Any Handles and Wheels,”** you have the option to book a large cabin bag for your flight. Every customer who books a large cabin bag can also enjoy the **“Benefit of Speedy Boarding.”**

## **2.1. Summary of EasyJet's Cabin Bag Policy**

### **Cabin Bags**

- Now, let’s review the Cabin Bags policy in greater detail.
- a. **Free Small Under-Seat Cabin Bag**
  - **Allowance:** Each passenger can bring one small under-seat cabin bag onboard for free.
  - **Size Limit:** Maximum dimensions of **45 x 36 x 20 cm (including handles and wheels)**.
  - **Location:** The bag must fit under the seat in front of the passenger.
  - **Weight Limit:** The bag can weigh up to **15kg**.
  - **Requirement:** Passengers must be able to lift and carry the bag themselves.

### **Inconsistencies in Free Allowance Representation**

#### **Cabin Bags Section**

- a. The Cabin Bags page explicitly states that a small under-seat bag weighing up to 15kg is free for Everyone.
  - 1+ But with the word **“Bag”** being used this does not define that the apparatus used to carry your belongings must be a bag, this is proven by checking the paid for sections that image a suitcase as they use the same wording such as **“Bag.”** The Cabin Bags page explicitly demonstrates an image of a ruck sack but displays no

formal text stating that a suitcase is not allowed to be used. The page states: “Includes items like a small trolley case, handbag, rucksack and laptop bag and Needs to fit under the seat in front of you!”

- b. The Cabin Bags page clearly highlights
- 1+ “Maximum Size Of 45 X 36 X 20 Cm”
  - 2+ “Including Any Handles and Wheels”
  - 3+ “Under the Seat in Front of You.”
  - 4+ “Bag Can Weigh Up To 15kg.”
  - 5+ “Lift and Carry It Yourself.”
- c. This option to book a large cabin bag for your flight
- 1+ Booking Option: Passengers may book a large cabin bag for their flight.
  - 2+ Size Limit: Maximum dimensions of 56 x 45 x 25 cm (including handles and wheels).
  - 3+ Benefit: Customers who book a large cabin bag are granted Speedy Boarding privileges.
- d. However, the Hold Luggage page displays a 15kg with an image of a **suitcase** under the paid for options, misleading customers into unnecessary purchases.

#### Hold Luggage Section

- The **“Hold Luggage page”** portrays options for checked-in luggage in a tiered system, starting with a 15kg suitcase as a **“Paid Item.”**
- Despite mirroring the same **“15kg Weight Allowance”** mentioned on the Free **“Cabin Bags Page,”** this section falsely implies that **small suitcases require payment**, contradicting the earlier presentation that personal items (such as rucksacks) qualify as free.

#### Manipulative Selling Tactics

a. Visual Contradictions:

- The Cabin Bags page section misleads the 15kg free allowance with a **rucksack**, when it can also be a suitcase, whereas the Hold Luggage section associates a **paid option** by showcasing a 15kg suitcase.
- This discrepancy creates the illusion that free allowances only apply to specific bag types (rucksacks) rather than general allowances (including suitcases).

a. Encouragement of Unnecessary Payments:

- The Hold Luggage section’s presentation manipulates users into **purchasing additional baggage allowances unnecessarily.**

- Customers who prefer suitcases over rucksacks are led to believe they must pay for their small suitcase—even when it falls within the free 15kg limit.

**Impact on User Understanding and Booking Decisions:**

**a. Confusion for Travelers**

- The inconsistency between the Cabin Bags and Hold Luggage pages creates confusion about what qualifies as **free luggage** versus paid hold luggage.
- As a result, travelers risk overpaying for services they could have accessed for free or incurring unexpected charges at the airport.

**b. Reduced Transparency:**

- The conflicting text and visuals erode EasyJet’s transparency, causing frustration and distrust among customers during the booking process.

**Recommendations for Improved Clarity:**

**a. Unified Messaging:**

- It is to ensure consistent communication, clearly stating that the **15kg allowance applies to both rucksacks and small suitcases**, regardless of whether they are carried onboard or checked into the hold.

**b. Consistent Visuals and Text:**

- It is to use **aligned visuals and text** in the Cabin Bags and Hold Luggage sections to accurately represent the 15kg free allowance. Include both rucksacks and small suitcases in the imagery for clarity.

**c. Transparent Explanations:**

- Provide unambiguous descriptions of luggage policies, ensuring customers fully understand their options without being misled by **tiered imagery** or implications of added costs.

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**The Video Link Contradiction**

- An extracted EasyJet video (That Didn’t Work in EasyJet’s Website but I Got It Too Anyways:~) offers clear evidence of policy inconsistencies:

- **Extract Exhibit A1:**

- [horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.Trip Com And Airlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/](https://horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.Trip Com And Airlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/)

a. **Exhibit Observations**

- **Misrepresentation in Video Content:** The video explicitly states that a **“15kg Allowance Applies To Under-Seat Carry-On Cabin Bags,”** featuring an **“Image Of A Rucksack.”** However, it fails to clarify that this allowance also applies to **“Small Suitcases”** meeting the same size and weight limits. This omission perpetuates the misleading impression that only rucksacks are eligible for free carriage, when suitcases equally qualify.
- **Manipulative Overhead Cabin Bag Representation:** The video further mentions that a **“15kg Allowance Applies To Overhead Cabin Bags,”** featuring an **“Image Of A Suitcase.”** While this is correct in isolation, the depiction intentionally shifts the narrative to suggest that suitcases within this allowance must always be paid for as part of hold luggage. This tactic is exploitative, taking advantage of customers’ assumptions to generate unnecessary revenue, despite regulations mandating consistency in size and weight policies rather than bag types.
- **Consistency Issues Across EasyJet’s Pages:** The **Hold Luggage** and **Cabin Bag** pages mirror these discrepancies, reinforcing the misleading narrative. Both pages suggest that suitcases, even those complying with 15kg weight restrictions, are a paid option, contrary to the free allowance for rucksacks. This coordinated misrepresentation misleads customers into believing they must pay extra for suitcases, despite their compliance with the regulated size and weight criteria.

b. **Claim Reinforcement**

- **Exhibit: 26 and Exhibit: 28** demonstrate the conflicting portrayal of luggage policies, as Trip.com and EasyJet fail to align their messaging, resulting in misinformation and unnecessary charges.

**Manipulative Baggage Policies and the Erosion of Regulatory Standards**

- Airlines like EasyJet are leveraging the ability to set their own standards for baggage policies, creating inconsistencies that mislead customers and inflate revenue. By presenting a 15kg allowance that allows the use of any Suitable carrying apparatus to be manipulated by an image is unmoral in principles, as it is surly unreasonable and unfairly obtained. Deception is of a kind that misleads a person into making decisions based on distorted or incomplete information by wrongful self-gain. When applied to EasyJet's baggage policies, this kind of deception involves presenting contradictory or inconsistent details that exploit consumer assumptions. By portraying a free 15kg allowance for rucksacks, when in fact it is free for the most desired of carrying

apparatus which is suitcases. EasyJet creates a misleading narrative, with its imagery and knowledge of procedures. This not only manipulates customer choices but leads to financial losses and frustration, as individuals are coerced into paying for services they might otherwise have accessed for free under clear and fair communication. Such practices highlight the need for strengthened regulatory enforcement to ensure transparency and equity in consumer dealings. EasyJet is exploiting consumer assumptions and preferences.

- This approach, while within the airline's wrongful discretion, represents a troubling shift away from past regulatory oversight.

### **Historical Context and Erosion of Regulation**

- In the past, global standards promoted uniformity in airline policies, ensuring fairness and clarity for passengers. Organizations like the **"International Air Transport Association (IATA)"** provided guidelines for baggage size, weight, and transparency, discouraging airlines from engaging in such misleading practices. National and regional consumer protection laws, such as the **"Unfair Commercial Practices Directive"** in the EU and the **"Consumer Rights Act 2015"** in the UK, further strengthened these standards by mandating clear and non-deceptive communication of services.
- However, in recent years, regulatory enforcement has waned in certain areas, allowing airlines greater latitude to create policies that prioritise profit over fairness. This has led to instances where some airlines exploit loopholes, presenting inconsistent rules that confuse passengers, like treating the legal **"weight allowance's"** regulated by regulating bag type's such as: (rucksack vs. suitcase). This undermines the principle of **"One Rule For All,"** leading to fragmented practices where consumers bear the brunt of confusion and additional costs.

### **Regulations That Address Such Practices**

- While enforcement may have relaxed, key regulations still exist to curtail these manipulative practices:
  - a. **Consumer Rights Act 2015 (UK)**
    - Mandates that terms and conditions for services must be fair, transparent, and free of ambiguity. Airlines are required to provide clear communication of baggage allowances, ensuring customers understand their entitlements without being misled.
  - b. **Unfair Commercial Practices Directive (EU)**
    - Prohibits businesses from misleading consumers through actions or omissions likely to distort their decision-making. Presenting a free 15kg allowance for rucksacks while depicting the same allowance as paid for suitcases could be viewed as an unfair commercial practice under this directive.

c. **IATA Guidelines (Global)**

- While not legally binding, IATA's baggage standards aim to promote consistency and transparency in airline operations. These include clear definitions of baggage types, size restrictions, and weight allowances, leaving no room for arbitrary distinctions based on bag type.

d. **Small Print Clarity**

- Airlines must ensure that any qualifications or exceptions to their policies are outlined explicitly in the terms and conditions. For example:
- If a 15kg suitcase requires payment but a rucksack does not, this distinction must be prominently highlighted with justifications provided.

**Why This Matters**

- Allowing inconsistencies to persist undermines consumer confidence and creates inequity in the travel experience. When similar rules are applied differently for suitcases and rucksacks, despite identical size and weight criteria, it erodes trust and shifts unnecessary costs onto passengers. Regulatory authorities, such as the UK Civil Aviation Authority (CAA), must intervene to ensure airlines like EasyJet adhere to transparency standards and stop exploiting loopholes.
- Returning to a model of stronger oversight and uniform standards would uphold fairness, ensuring all passengers are treated equally and enabling them to make informed decisions without fear of hidden fees or misleading policies.

a. **Extract from "EasyJet"**: Exhibit 26, above!

b. **Exhibit**: 28

**Easy Jet Large Cabin Bag.**

<https://www.easyjet.com/en/help/baggage/cabin-bags>



#### **One small cabin bag**

- Maximum size 45 x 36 x 20cm (including any handles or wheels)
- Includes items like a small trolley case, handbag, rucksack, and laptop bag, but please check dimensions.
- Needs to fit under the seat in front of you.
- “Maximum weight 15kg.” You need to be able to lift and carry the bag yourself.

#### **Customers who have paid to add**

- a large cabin bag to their booking or have EasyJet Plus membership and have booked a large cabin bag can also bring them on board:



#### **One large cabin bag**

- Maximum size 56 x 45 x 25 cm (including any handles or wheels)
- Includes items like a trolley case and larger rucksack, but please check dimensions.
- “Needs to fit in an overhead locker.”
- “Maximum weight 15kg.” You need to be able to lift and carry the bag yourself.

#### **Cabin bag allowances:**

Includes Speedy Boarding (be one of the first to board)

**Customers with easyJet Plus membership who have not added a large cabin bag, or who are travelling on a FLEXI fare can also bring a large cabin bag on board, subject to available space. If there is no space available, we will place the bag in the hold.**

Most of the text contained in the table above has been addressed in the website analysis above but we have still included this clear screenshot so it can be reviewed by yourselves and due to it demonstrating the images used to deceive customers.

- a. The policy above is misleading advertising
- b. The images must not be different from one to the other or this must be explained.
- c. The word bag being used for both options.

- **Extract from “EasyJet”:** Exhibit 18, above!

• **Exhibit: 29**

**Your cabin bag allowance - All customers**

Seat/bag booked	Small under seat cabin bag	Large cabin bag
		
No seat selection	✓	✗
Standard seat	✓	✗
Up Front or Extra Legroom seat	✓	✗
<b><u>Large cabin bag added to your booking</u></b>	✓	✓
Flexi	✓	✓
easyJet Plus	✓	✓

**Table Observations and Issues**

**Clear Representation of Inclusions and Conditions:**

a. **Confusing Representation of Baggage Options**

- The table provided and titled "**Your Cabin Bag Allowance - All Customers**" on EasyJet's Cabin Bag webpage, seems to indicate what passengers are entitled to bring based on their fare and what is included in the fare i.e. seat selections, Up Front or Extra Legroom seat selection, "**Large Cabin Bag Added To Your Booking!**" and additional bookings as the title seems to state and table is set out and with the two "**Images Of A Ruck Sack And Suitcase As Main Menus.**"

- The table uses **“Ticks And Crosses”** to demonstrate which baggage options or seat types align with each fare or booking arrangement. However, this leads to significant ambiguity.

b. **The six options you get with your fee are as follows:**

1+ No Seat Selection

2+ Standard Seat

3+ Up Front Or Extra Legroom Seat

4+ Large Cabin Bag Added To Your Booking

5+ Flexi

6+ EasyJet Plus

c. **Small Cabin Bag:**

- The **“Small Under-Seat Cabin Bag”** section is demonstrated with “EasyJet’s, image of a ruck sack” that is used in other tables and is **“Stated To Be Free To Carry For Everyone!”**
- In every row below the rucksack image, the table displays **“Ticks,”** indicating that this allowance is universally included and available at no additional cost, showing each section as included for all passengers for each option.
- However, by visually emphasizing the rucksack, the table creates the impression that **“Only Rucksacks Are Eligible”** for this allowance, even though small suitcases that meet the size (45 x 36 x 20 cm) and weight (15kg) criteria would also be allowed. This omission may mislead passengers.

d. **Large Cabin Bag:**

- The **“Large Cabin Bag”** is visually represented by an **“Image Of A Suitcase.”** The row corresponding to this bag displays **“Crosses For The First Three Options”** (No Seat Selection, Standard Seat, and Up Front or Extra Legroom Seat), followed by **“Ticks For The Remaining Three Options”** (Large Cabin Bag Added to Your Booking, Flexi Fare, and easyJet Plus Membership).
- This implies that the **“Large Cabin Bag”** is not included for passengers by default. It is only available if explicitly purchased or included as part of **“Flexi Fares Or EasyJet Plus Membership.”**
- The visual separation between the suitcase and the rucksack reinforces the perception that a **“Suitcase Always Requires Payment,”** even though a small suitcase meeting the Small Under-Seat Cabin Bag criteria should qualify as free.

**Inconsistent Messaging About Seat and Baggage Allowance:**

**Up Front or Extra Legroom Seat Confusion**

- For the **Small Cabin Bag**, the tick for: **“Up Front or Extra Legroom Seat”** rows attributes that passengers are **always entitled** to bring this

bag for free, regardless of their seat choice and also receive **“Up Front or Extra Legroom Seat!”**

- For the **Large Cabin Bag**, the cross under these rows indicates that passengers sitting in premium seats **cannot bring a large cabin bag unless they pre-pay for it or it’s part of their fare type or membership** or include (Up Front or Extra Legroom) as an additionally paid for option.
- This setup creates a conflicting narrative, as one might expect premium seat options to include more benefits, not fewer.

**Large Cabin Bag Added to Your Booking:**

- For the **“Small Cabin Bag,”** the tick across all rows, including **“Large Cabin Bag Added to Your Booking,”** reinforces that this allowance is free and universal for all passengers.
- For the **“Large Cabin Bag,”** the cross under the Suitcase row in the **“Large Cabin Bag Added to Your Booking”** column implies that this baggage type is excluded, even though passengers may add this bag by paying extra or using eligible membership benefits.

**Unclear Distinction Between Free and Paid Options**

- Although the table does not explicitly state the word **“free,”** it implies this distinction through the contrast of the **“EasyJet Image Of Their Rucksack”** in the **“Small Cabin Bag”** row their **“Imaged Suitcase”** in the **“Large Cabin Bag”** row.

**Conclusion**

- a. The table fails to deliver the clarity necessary to ensure transparency for passengers. By juxtaposing rucksacks and suitcases in a way that suggests inherent differences in eligibility, despite identical size and weight criteria.
- b. EasyJet’s table design risks misleading customers. Clear labels and consistent messaging would prevent unnecessary confusion and ensure passengers fully understand their baggage entitlements.

- **Extract from “EasyJet”:** Exhibit: 26, above!
- **Exhibit:** 30

If you choose not to select a seat when you book, our system will automatically allocate your seat when you check in and will aim to seat you next to others on your booking. Please be aware that if you are auto allocated an Up Front or Extra Legroom seat, your cabin bag allowance will be one small under seat cabin bag.

**Check your cabin bag size.**

**“We Check Cabin Bag Sizes Before You Board.”** If your cabin bag is bigger than the maximum size allowed or if you bring a large cabin bag to the departure gate without the correct seat selection or without one pre-booked for your flight, it will not be able to go in the cabin. We will have to check it into the aircraft hold and charges will apply.

So, it is important to check your cabin bag allowance before you travel to avoid any unexpected charges. See the bags table on our **“Fees and Charges”** page for full details.

**“If you’re unsure whether your cabin bag fits within our maximum dimensions, you can use our handy bag sizing tool on our app (IOS only).”** Simply open the app and click on your trip itinerary to find the bag sizing tool. You can then use your mobile phone camera to size your cabin bag. If it fits inside the maximum cabin bag dimensions for the bag type you have selected, you are good to go. However, the bag sizing tool should only be used as a guide, the best way to know if your bag will fit is by measuring it with a tape measure (The Old School Way) before travel.

If it does not fit, do not worry! You can always change your seat or hold luggage quickly and easily through our app or within Manage Bookings.

[How you can bring a large cabin bag on board](#)

[EasyJet Plus Members and FLEXI Fare Customers](#)

[Cabin bag allowances for children and infants](#)

[Hands Free](#)

[Smart luggage](#)

[Handheld belongings](#)

### **Combined Analysis Of Text In Policies!**

#### **Statements from the Website:**

- a. *“We Check Cabin Bag Sizes Before You Board.”*
- b. *“However, the bag sizing tool should only be used as a guide, the best way to know if your bag will fit is by measuring it with a tape measure (The Old School Way) before travel. If it doesn’t fit, don’t worry! You can always change your seat or hold luggage quickly and easily through our app or within Manage Bookings.”*
- a. **Issue Identified:** These statements contradict one another and create confusion for customers. Individually and collectively, they fail to offer clear, actionable, and consistent guidance on baggage policies, resulting in misleading expectations.
- b. **Unrealistic Customer Solutions:** The phrase *“You can always change your seat or hold luggage quickly and easily through our app or within*

*Manage Bookings*" is overly optimistic and does not account for real-time airport scenarios where app access may be unavailable, or changes may be too late to process.

### **Detailed Examination of the Errors**

a. **"We Check Cabin Bag Sizes Before You Board."**

- **Reality:** As evidenced, this sets a policy for what is monitored and what is not monitored and regulated to do with cabin bags, free and paid for, it includes one restriction to be mindful of or there might be issue and that is size. This rightfully goes against the image of the ruck sack and what EasyJet use it for to betray and that being that all suitcase must be paid for as regulated when it is not standard procedure.
- **Misleading Assurance:** This statement also falsely reassures passengers that compliance checks are systematically managed before boarding, neglecting to explain that additional charges or restrictions may still apply if bags are deemed non-compliant and creates disparities in enforcement, leaving some passengers unfairly penalised.

b. **However, The Bag Sizing Tool Should Only Be Used As A Guide!**

- **Conflicting Advice:** This statement acknowledges the limitations of the bag sizing tool but shifts responsibility onto passengers, requiring them to measure their bags manually. This contradicts the assurance given in the previous statement that bags will be checked before boarding, causing confusion about which process to trust.
- **Downplays Accuracy:** The term **"Guide"** undermines the reliability of the airline's own tools, suggesting they are insufficient for ensuring compliance, yet does not provide an alternative accurate method passengers can rely on.
- **Inaccessible Solutions:** The suggestion to **"Change Your Seat Or Hold Luggage Quickly And Easily Through Our App Or Manage Bookings,"** does not account for real-time scenarios like those I faced, where app access or immediate resolution at the airport was unavailable. This creates an unrealistic expectation of seamless problem resolution.

### **How It Misled You in Practice**

- a. **Unclear Expectations:** The contradictory guidance adds unwanted additional weight onto customers as to making them feel not sure as towards whether their cabin bag was compliant or whether additional charges could be incurred. This lack of clarity contributed to the unexpected fees I faced at Gatwick and Antalya, also!
- b. **Unrealistic Solutions:** The suggestion to **"Quickly And Easily"** adjust bookings via the app was impractical when dealing with last-

minute, on-the-ground issues at the airport. This undermines their assurance of customer convenience.

- c. **Lack of Transparency:** The communication from EasyJet fails to provide clear and complete disclosure of potential outcomes for both compliance and non-compliance with baggage policies. Passengers are left unaware of the risks, such as additional fees or complications at check-in, even when adhering to stated rules. Furthermore, no contingency plans or guidance are offered in the event of an error caused by the system, leaving travelers unprepared to address such scenarios effectively.

#### **Supporting Evidence from Your Case**

- a. Inconsistent staff responses at Gatwick created confusion and led to repeated additional charges.
- b. Despite having receipts and pre-booked allowances, you were required to pay extra fees, as the system did not reflect your prior payments.
- c. The failure to provide transparent and practical guidance left you reliant on subjective and inconsistent airport staff decisions.

#### **Suggested Correction to the Statements**

- To prevent misleading passengers and fostering similar disputes, the website should revise these statements for clarity and consistency. A more accurate version might be:
  - a. *"While the bag sizing tool provides general guidance, passengers should check their airline's baggage dimensions and weight policies using official tools or customer support. All bags may be subject to additional charges if they do not comply with these policies at the airport. Passengers are encouraged to confirm bookings or make changes through the app or Manage Bookings before travel, as last-minute adjustments at the airport may not be guaranteed."*
- **Extract from "EasyJet":** Exhibit 26
- **From weblink:** <https://www.easyjet.com/en/help-centre/policy-terms-and-conditions/fees-charges>
- **Exhibit:** 31

Our low fares include one small cabin bag free of charge. Your bag can weigh up to 15kg, but we do ask that you are able to lift and carry it yourself. Fees vary depending on the route selected, flight and time of booking.

[More information on our baggage policy >](#)

Online    Airport

<p><b>Small cabin bag</b> (max. 45 x 36 x 20 cm)</p>	<p><b>FREE</b></p>	<p><b>FREE</b></p>	<p><b>One bag of max size 45 x 36 x 20 cm which needs to fit in our baggage gauge and under the seat in front of you. Find out more <a href="#">here</a>.</b></p> <p>Bags larger than this or any additional bags will be placed in the hold and incur the airport bag fee below.</p>
<p><b>Large cabin bag</b> (max. 56 x 45 x 25 cm)</p>	<p><b>From £5.99</b></p>	<p>-</p>	<p><b>One bag of max size 56 x 45 x 25 cm, which needs to fit in our baggage gauge and an overhead locker. Find out more <a href="#">here</a>.</b></p> <p>Bags larger than this will be placed in the hold and incur the airport bag fee below.</p>
<p><b>Hold luggage - up to 15kg</b> minimum charges per item, per flight</p>	<p><b>From £6.99</b></p>	<p>-</p>	<p>One bag weighing up to 15kg. Available to purchase online only. Fee varies depending on the route selected, flight and time of booking.</p>
<p><b>Hold luggage - up to 23kg</b> minimum charges per item, per flight</p>	<p><b>From £9.49</b></p>	<p>£40 - at bag drop desk</p>	<p>One bag weighing up to 23kg. Fee varies depending on the route selected, flight and time of booking.</p>
<p><b><u>Airport bag fee</u></b></p> <p><b><u>Oversized small cabin bag</u></b> (over 45 x 36 x 20 cm and up to 56 x 45 x 25 cm)/</p> <p><b><u>Oversized large cabin bag</u></b> (over 56 x 45 x 25 cm) and any non-purchased bags brought to the gate</p>	<p>-</p>	<p><b>£48</b></p>	<p>Fee for any non-purchased bag (per item) brought to the departure gate that is over a customer's small cabin bag allowance which is a maximum size of 45 x 36 x 20 cm or any bags outside of standard entitlements. The bag will be placed in the hold.'</p>

<b>Additional weight for pre-booked hold luggage up to a maximum of 32kg per item, per flight</b>	<b>Up to £15 per 3kg</b>	-	Additional weight can only be purchased online in increments of 3kgs, either at <b><u>initial booking or post-booking.</u></b> For 15kg hold bag you can add weight up to 27kg post booking.
<b>Excess weight fee per kilo, per item, per flight</b>	-	<b>£12</b>	This fee is applied for hold items weighing more than the pre-booked weight. The maximum weight per-hold item we can accept is 32kg.
<b>Small sports equipment per item, per flight</b>	<b>£42</b>	<b>£47</b>	Items up to a maximum of 20kg. See definition of <a href="#">small sports equipment &gt;</a>
<b>Large sports equipment per-item, per flight</b>	<b>£50</b>	<b>£55</b>	Items up to a maximum of 32kg. See definition of <a href="#">large sports equipment &gt;</a>

### **Combined Analysis of Errors**

#### **1) Our Findings from EasyJet's Website:**

##### **"EasyJet"**

- a. Contradicting text "Syntax" "Public Awareness Policies" "In house Policies"
- b. Contradicting pricing
- c. Contradicting images
- d. Contradicting webpages
- e. Not being regulated within standards by authority.

#### **2) Website Text:**

- a. "Our low fares include one small cabin bag free of charge. Your bag can weigh up to 15kg, but we do ask that you're able to lift and carry it yourself. Fees vary depending on the route selected, flight and time of booking."

#### **3) Website Text Return:**

- a. The detailed baggage table, which includes categories such as **"Small Cabin Bag,"** & **"Large Cabin Bag,"** as well as **"Hold Luggage,"** and their associated fees, has already been addressed above!

## Detailed Examination of the Errors

### 1) Small Cabin Bag Allowance:

- **About this Statement:** *"Our Low Fares Include One Small Cabin Bag Free Of Charge."* and its accompanying text have already been addressed in this document.
- **About this Statement:** *"Bags larger than this or any additional bags will be placed in the hold and incur the airport bag fee below."*
  - a. This statement implies that all passengers can bring one small cabin bag (**Within 45 X 36 X 20 Cm**) at no extra cost. However, the table later specifies that this bag must fit under the seat in front of you and meet strict size requirements.
  - b. **Ambiguity in Enforcement:** Although the bag is said to be free, the enforcement process (such as use of baggage gauges and size checks) is not and does not clearly get explained, leading to potential unexpected fees if a bag is slightly oversized.

### 2) Large Cabin Bag Pricing: "Confusion"

- The table mentions that a **large cabin bag (56 X 45 X 25 Cm)** can be added for prices starting at **£5.99**, but no specific details are provided about how these fees vary by route, flight, or time of booking.
- **Misleading Expectations:** Passengers may assume **£5.99** applies universally, only to face higher costs at checkout or discover that the option is unavailable for their flight.

### 3) Hold Luggage: "Contradictory Details!"

- While the table specifies minimum charges for hold luggage **E.G. "£6.99 For 15kg, £9.49 For 23kg,"** the fees listed for additional services **E.G. "Excess Weight Fees"** are not clearly linked to the other additional specific booking stages, **I.E.**
  - a. Hold luggage - up to 23kg.
  - b. Airport bag fee: "Oversized small cabin bag" and Airport bag fee: "Oversized large cabin bag!"
  - c. Additional weight for pre-booked hold luggage up to a maximum of 32kg.
  - d. Excess weight fee per kilo, per item, per flight.
    - leaving passengers unclear about total potential costs.

### 4) Airport Bag Fee: "Oversized Small Cabin Bag" And Airport Bag Fee: "Oversized Large Cabin Bag: "Lack of Transparency on Additional Fees!"

- About this statement *"Fee for any non-purchased bag (per item) brought to the departure gate that is over a customer's small cabin*

*bag allowance which is a maximum size of 45 x 36 x 20 cm or any bags outside of standard entitlements. The bag will be placed in the hold.”*

- The statement is vague and does not provide passengers with a clear or predictable cost structure.
- For example, the **£48 fee** for oversized cabin bags at the departure gate could catch passengers off guard if they are unaware of this, if strict size checks or their bag does not meet the exact dimensions.

5) **Additional Weight for Pre-Booked Hold Luggage: “Up to A Maximum Of 32kg”**

• **Initial Booking And Post-Booking**

a. **Initial Booking:**

- Refers to the process of finalizing travel arrangements at the outset. This includes the selection of flights, seat assignments, baggage allowances, and other additional services directly confirmed during purchase.
- All details, such as baggage limitations and associated costs, should be transparent and visible at this stage to prevent misunderstandings or post-purchase discrepancies.

b. **Post-Booking:**

- Involves changes or enhancements made after completing the initial booking but before travel commences. These adjustments include adding baggage allowances, upgrading seat preferences, modifying itineraries, or any other amendments processed via the airline or booking platform.
- This phase typically involves supplementary charges, which should be clearly outlined to avoid customer confusion. The lack of precise communication during this stage can lead to unintentional missteps, resulting in higher costs for travelers.
- It's important to note that additional baggage weight is restricted to online purchases only, offered in increments of 3kg at a cost of £15 per 3kg. This structure may disadvantage customers, as opting for excess weight at the airport is often less expensive (£12 per kilo), inadvertently encouraging misuse of the system.

c. **Arrival at the Airport – Excess Weight Fees**

- Outlined below are the relevant charges applied at the airport:
  - 1+ **Hold Luggage – Up to 23kg**: Minimum charge per item, per flight, starting from £9.49.
  - 2+ **Oversized Small Cabin Bag (45 x 36 x 20 cm to 56 x 45 x 25 cm)**: £48.
  - 3+ **Oversized Large Cabin Bag (over 56 x 45 x 25 cm)**: £48.

4+ **Additional Weight for Pre-Booked Hold Luggage:** Up to a maximum of 32kg.

1+ **Fees:** £15 per 3kg increment.

5+ **Excess Weight Fee Per Kilo:** £12 per item per flight.

d. **Analysis of Options and Pricing**

1+ **Option 1: Small Cabin Bag**

- Included for free, weighing up to 15kg, with strict size restrictions (45 x 36 x 20 cm).
- Bags exceeding size/weight limits will incur additional airport bag fees (up to £48).

2+ **Option 2: Large Cabin Bag**

- Advertised with starting fees “from £5.99.” However, the use of “**FROM**” is misleading, as there is an only a **Size Set** restriction meaning that this is a set fee for that size but yet the word from is used freely in the wrong way as if in to describe a starting price.
- Size limits are imposed, but no weight guidance is provided.

3+ **Option 3: Hold Luggage – Up to 15kg**

- Online fees begin at £6.99 and explains a starting fee for an additional 15 kg bag that can only be brought online.
- This means you would be allowed three bags as carryon items.
  - a) **Small Cabin Bag:** Free, weight/size restrictions apply.
  - b) **Large Cabin Bag:** Size restrictions, “**No Weight Limit,**” £5.99 minimum fee, if size is larger than **56 x 45 x 25 cm**, then an addition fee may be incurred.
  - c) **Additional Hold Luggage:** 15kg max for £6.99. this only has a weight restriction of 15kg and no size restrictions.
    - These total to £5.99 + £6.99 = **£12.98p.**

4+ **Option 4: Hold Luggage – Up to 23kg**

- This defines public awareness for customers by EasyJet airline as a ruled policy by implementing a 23kg bag option, giving an impression of a “**Fourth Hold luggage Bag.**”
- Starting at £9.49 online or £40 when paid at the airport bag drop desk. “**No size restrictions apply.**”
- Significant price variance based on booking method and route.

### 5+ Option 5: Oversized Small/Large Cabin Bags

- If you fail to go to the airport bag, drop desk and pay **£40** for any additional bags you brought or that are overweight and instead bring them to the departure gate you will be charged **£40** incurring a **£8** additional fee.
- Airport penalties are set at £48 per oversized bag for non-prepaid, additional, or non-compliant luggage brought to the departure gate.

### 6+ Option 6: Additional Weight for Pre-Booked Hold Luggage

- Weight can only be purchased in **3kg increments at £15 per increment**, up to a maximum of 32kg.
  - a. Additional Weight Can Only Be Purchased Online
  - b. Initial Booking or Post-Booking.
  - c. For 15kg “Hold Bag” You Can Add Weight Up “To 27kg” Post Booking.
    - 15 Kg Hold Bag: £5.99
    - 18 Kg Hold Bag: £5.99 + £15.00 = **£20.99.**
    - 21 Kg Hold Bag: £15.00 + £15.00 + £5.99 = **£35.99.**
    - 24 Kg Hold Bag: £15.00 + £15.00 + £15.00 + £5.99 = **£50.99.**
    - 27Kg Hold Bag: £15.00 + £15.00 + £15.00 + £15.00 + £5.99 = **£65.99.**
    - 30 kg: : £15.00 + £15.00 + £15.00 + £15.00 + £15.00 + £5.99 **£80.99.**
    - 33kg but must be 32kg: **This cannot be brought in segments other than 3kg.**
  - a) The first option has a weight restriction and is free. **“We can’t use this to do the base calculation.”**
  - b) The second option **has no weight** and just size restrictions at a cost of £5.99. **“So, We Will Use This As The Base Price”**
  - c) The third option has a weight restriction.
  - d) There is already a **23kg** option from **£9.49 online or** airport bag, drop desk pay £40 package that would incur an addition **£8** fee already and this is **option 4.**
- So, 1 kg less than 24kg works out to be more by:
  - a. Not booked at the airport fee: £ 9.49
  - b. Booked at the airport bag, drop desk fee: £40.
  - c. Purchased Online initial booking or post-booking: £50.99.

### 7+ Option 7: Excess Weight Fee Per Kilo

- £12 per kilo, potentially cheaper than the £15 per 3kg fee for online pre-booking.
  - a) This is a **“Hold Item.”** And this option contradicts the prior 6 options!
  - b) There is a set maximum weight of 32kg set.
  - c) The set fee is of £12 per kilo.
  - d) The **“Free Small Bag”** package and that of the **“Larger Bag”** package set the weight at 15kg.
  - e) The price of £12 per kilo is lower than options 6 that must be Purchased Online at £15 per kilo and makes it seem as if it is cheaper to be over weighed at the airport unless you can find option 4, at **23kg** from **£9.49**.
  - f) Making it impossible to distinguish the correct price to be charged fairly while initial booking or post-booking.
- This inconsistency undermines pricing transparency and creates confusion.

**8+ Option 8: “Small Sports Equipment”**

**9+ Option 9: “Large sports equipment”**

**6) Pricing Discrepancies and Confusion**

- For a 1kg difference (**23kg vs. 24kg**):
  - a) **Online Pre-Booking Fee:** £50.99 for 24kg.
  - b) **Airport Fee:** £9.49 (**Starting**) or £40 (**Bag Drop Desk Fee**).
- Additional **1kg** weight charged at **£12** for airport excess fees creates a paradox, as higher weights booked online are more expensive despite being incentivised for convenience.

**7) How These Errors Misled Customers in Practice:**

- **Unclear Pricing Structure:** Despite pre-booking your baggage allowance, inconsistent pricing information resulted in unexpected charges at both Gatwick and Antalya airports.
- **Vague Enforcement Guidelines:** The lack of clarity on how bag sizes would be checked (**E.G., Strict Baggage Gauges**) led to confusion, forcing me to pay fees for bags that I believed complied with the policy.
- **Unrealistic Fixes:** The suggestion to **“Quickly And Easily”** make changes via the app was impractical in my situation, where immediate adjustments were needed at the airport, through Trip.Com or through EasyJet Customer Services at the Airport.

**8) Suggested Correction to the Statements:**

- To provide greater transparency and consistency, the webpage could be revised as follows:

- a. **Clarify The Criteria For Free Small Cabin Bags:** *"One small cabin bag (max. 45 x 36 x 20 cm) is included for free in our low fares. Bags must fit under the seat in front of you and comply with our baggage gauge measurements."*
- b. **Provide Detailed Pricing Tiers For Large Cabin Bags:** *"Large cabin bag fees start from £5.99 and vary by route, flight, and time of booking. Please confirm the exact cost during the booking process."* While providing an example to Customers would be a better way for transparency reasons!
- c. **Be Transparent About Additional Fees:** *"Oversized cabin bags and non-prepaid items brought to the departure gate will incur an airport fee of £48 per bag."*
- d. **Set Realistic Customer Expectations:** *"Changes to seat selection or hold luggage can be made via the app or Manage Bookings before departure. Once at the airport, additional fees may apply, and options to adjust your baggage may be limited."*

- **Smart Luggage**
- **Exhibit: 32**

**Smart luggage**

- **Smart luggage is a bag (suitcase, rucksack or similar)** that contains a lithium battery or power bank, which is used to power itself or to recharge other devices. There are restrictions on the type of lithium batteries allowed. Please check [here](#) for more information.
- If the smart luggage is to be checked in and put in the hold, you need to disconnect and remove the lithium battery/power bank from the smart luggage at Bag Drop and take it into the cabin with you. Any exposed terminals should be covered with tape to prevent against short circuits.
- For safety reasons, the lithium battery/power bank needs to be disconnected, so if you are unable to remove it from your luggage, we will not be able to accept the bag on board.

1) **Smart Luggage**

- The only time that text is used to describe the word **“Suitcase or Suitcase’s** is when the word **“Suitcase”** is used is if any customer inquiries through the EasyJet website, if they are concerned about a particular type of **“Suitcase Not Being Allowed.”**
- The word **“Ruck Sake”** is included alongside the word suitcase being used and quotes the following: --
  - a) **“Smart luggage is a bag (suitcase, rucksack or similar)”**
- This is an admission by EasyJet where they are openly admitting that they are aware of the necessary wording to describe a small

cabin bag and what it can involve being, rather than make a ridiculous amount of money from manipulating them.

- The Smart Luggage section of text in the EasyJet website also states due to the restrictions on the type of lithium batteries allowed **“Restrictions on The Type of Lithium Batteries Allowed”** because of certain features like **“Lithium Batteries in Smart Luggage”** that do not align with their guidelines. The Smart luggage, section informs customers that require for lithium battery to be transported, for themselves to first book them as smart luggage and to manage before booking in at the airport for the **Lithium Batteries** to have removed so to be brought into the Airplanes cabin with you.
- The EasyJet website does not formally define the terms **“Rucksack”** or **“Rack Sack”** as regulated and monitored baggage categories under its policies but yet still deceives customers with its Ruck sack image. These terms lack clear criteria or guidance for compliance as part of EasyJet’s outlined baggage rules.
- Similarly, the EasyJet website does not define the terms **“Suitcase”** or **“Suitcases”** as regulated and monitored baggage categories that passengers must adhere to for items categorized as **“Small cabin bag or Large cabin bag.”** This creates ambiguity in EasyJet's descriptions regarding compliance with baggage regulations.

## 2) **Pay For One Small Cabin Bag Or Pay For One Large Cabin Bag.**

- EasyJet's website provides guidance on their cabin bag policy, which includes two categories of carry-on baggage:

a) **Small Cabin Bags** And

b) **Large Cabin Bags.**

- Here is how they describe and treat these categories:

1+ <https://www.easyjet.com/en/help/baggage/cabin-bags>

### 1+ **Small Cabin Bag:**

- **Maximum size:** 45 x 36 x 20 cm (including handles and wheels).
- Examples include a small trolley case, handbag, rucksack, or laptop bag.
- Must fit under the seat in front of you.
- **Weight limit:** 15 kg, and passengers must be able to lift and carry it themselves.

### 2+ **Large Cabin Bag:**

- **Maximum size:** 56 x 45 x 25 cm (including handles and wheels).
- Examples include a trolley case or larger rucksack.
- Must fit in the overhead locker.

- **Weight limit:** 15 kg, with the same lifting and carrying requirement.

- The EasyJet website also explicitly states that **“Both Categories Can Include Trolley Cases,”** provided they meet the respective size requirements. This leads to confusion, as the images used on the site visually differentiate the two categories, potentially giving the impression that trolley cases are exclusive to one category. However, the text clarifies that trolley cases are permissible for both small and large cabin bags, as long as they adhere to the specified dimensions.

- **“EasyJet” Carry-on Baggage Policy:**

1+ <https://www.EasyJet.com/en/help/baggage/cabin-bags>

### 1) **Issues with EasyJet's Luggage Terminology and Clarity**

#### 1+ **Inconsistent Terminology:**

- **“EasyJet’s”** uses the term **"Large Cabin Bag"** 13 times instead of the more commonly recognized terms **"Carry-on Baggage"** or **"Personal Item."** This inconsistency can cause confusion for travellers who are familiar with standard terminology used by other airlines and booking platforms like Trip.com.

#### 2+ **Lack of Clear Definition:**

- Both the **"Small Cabin Bag"** and **"Large Cabin Bag"** are two of a kind but different in size and weight only. Both descriptions include items like trolley cases, which are essentially suitcases. However, the term **"Suitcase"** is never explicitly mentioned. This omission can lead to misunderstandings about what items are allowed without additional fees.

#### 3+ **Unexpected Costs:**

- **“EasyJet’s”** policy states that passengers can bring **“one small cabin bag for free, with a maximum size of 45 x 36 x 20 cm (including handles and wheels).”** **“However, if passengers wish to bring a larger cabin bag, they must pay an additional fee.”** The larger cabin bag must not exceed **56 x 45 x 25 cm** (including handles and wheels) but do not mention about over stretching of bags or suitcases.

### 3) **Examples from “EasyJet’s” Website**

#### 1+ **One small cabin bag:**

- **Maximum size 45 x 36 x 20 cm (including any handles or wheels).**
- **Includes items like a small trolley case, handbag, rucksack, and laptop bag.**
- **It Needs to fit under the seat in front of you.**

- Maximum weight 15kg. You need to be able to lift and carry the bag yourself.

**2+ One large cabin bag:**

- Maximum size 56 x 45 x 25 cm (including any handles or wheels).
  - Includes items like a trolley case and larger rucksack.
  - Needs to fit in an overhead locker.
  - Maximum weight 15kg. You need to be able to lift and carry the bag yourself.
  - Includes Speedy Boarding (be one of the first to board).
- Both "**Small Cabin Bag**" and "**large cabin bag**" describe items that include a trolley case "**Essentially A Suitcase,**" yet the term "**Suitcase**" is never explicitly mentioned. The only difference between the two is the size and the optional inclusion of a "**Larger Rucksack.**" Here are snippets to illustrate this:

**1+ Snippet 1:**

- One small cabin bag Maximum size 45 x 36 x 20cm (including any handles or wheels) Includes items like a small trolley case, handbag, rucksack, and laptop bag.

**2+ Snippet 2:**

- One large cabin bag Maximum size 56 x 45 x 25 cm (including any handles or wheels) Includes items like a trolley case and larger rucksack, but please check dimensions.

**4) Potential Consequences**

**1+ Confusion and Misinterpretation:**

- Passengers may be confused about what qualifies as a "**Small Cabin Bag**" versus a "**Large Cabin Bag,**" leading to misunderstandings and potential additional charges at the airport.

**3+ Additional Costs:**

- "**EasyJet's policy**" of charging extras for a "**Large Cabin Bag**" that fits the dimensions of what other airlines consider a standard carry-on bag can result in unexpected fees. This practice can be perceived as misleading and unfair.

**4+ Lack of Transparency:**

- The absence of the term "**Suitcase**" and the reliance on terms like "**Large Cabin Bag**" can lead to a lack of clarity, causing

passengers to be unsure about what items they are allowed to bring without incurring extra costs.

5) **Recommendations for Regulatory Authority**

1+ **Standardize Terminology:**

- **“EasyJet”** should adopt the standard terms **“Personal Item,”** **“Carry-On Baggage,”** and **“Checked Baggage”** to align with industry norms and reduce confusion for passengers.

2+ **Clarify Definitions:**

- Clearly define the size and weight limits for both **“Personal Item”** and **“Carry-On Baggage”** on their website and during the booking process, ensuring they match the terminology used by most airlines and booking platforms.

3+ **Update Booking Platforms:**

- Ensure that all booking platforms, including third-party agents like **“Trip.com,”** use the standardized terms to provide a consistent and transparent experience for passengers.

4+ **Consumer Protection:**

- Regulatory authorities should monitor and enforce compliance with these standards to protect consumers from misleading practices. Airlines should be held accountable for providing clear and accurate information about baggage policies.
- By making these changes, **“EasyJet”** can improve the clarity of their luggage policy, ensuring compliance with regulatory standards and making it easier for passengers to understand their baggage allowances and avoid unexpected costs.

6) **Price Differences:**

- The Price difference from what **“Trip.com”** and what **“EasyJet”** are charging from one to the other for baggage is more than overly priced by **“Trip.com.”**

- **Examples from “Trip.com” Website**

- **Carry-On Baggage Invoice.**

- **Exhibit: 33**

<b>Carry-on baggage 15 kg</b>	<b>Total: 1 piece,</b>
Added 1 piece, 15 kg, £40.50	<b>Confirmed</b>

- **“EasyJet” Pricing:**

- **Exhibit:** 34

<p><b>Large cabin bag</b> (max. 56 x 45 x 25 cm)</p>	<p><b>From £5.99</b></p>	<p><b>One bag of max size 56 x 45 x 25 cm, which needs to fit in our baggage gauge and an overhead locker. Find out more <a href="#">here</a>.</b> Bags larger than this will be placed in the hold and incur the airport bag fee below.</p>
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- I clicked for additional baggage as an add on and they took 44.70p/15kg and then I got to the airport, but they said I never added luggage and demanded more money. I feel misled by "**Trip.com**", the ticket booker and advisor, they say Put the Final Touches on Your Trip VIP Lounge Relax before your departure Add Additional Baggage Allowance From £44.70/15 kg and I believed that was my additional suitcase there and return as most would and even worse it was not added to my Itinerary....

17+ "[Ryan Air](#)"

<p>17+</p>	<p><b>17. <u>Ryan Air</u></b></p> <p><b><u>Ryanair</u></b></p> <p>1+ <a href="https://help.ryanair.com/hc/en-gb/articles/12888036565521-Ryanair-s-Bag-Policy">https://help.ryanair.com/hc/en-gb/articles/12888036565521-Ryanair-s-Bag-Policy</a></p> <p>2+ <a href="https://www.ryanair.com/gb/en/useful-info/help-centre/fees">https://www.ryanair.com/gb/en/useful-info/help-centre/fees</a></p> <p><b><u>Issues with Ryanair's Luggage Policy and Accessibility</u></b></p> <p>1) <b><u>Inconsistent Terminology</u></b></p> <ul style="list-style-type: none"> <li>• Ryanair uses terms like "<b><u>Small Personal Bag</u></b>" and "<b><u>10kg Cabin Bag</u></b>" instead of the more commonly recognized terms "<b><u>Carry-on Baggage</u></b>" or "<b><u>Personal Item</u></b>." This inconsistency can cause confusion for travellers who are familiar with standard terminology used by other airlines and booking platforms.</li> </ul> <p>2) <b><u>Lack of Clear Definition</u></b></p> <ul style="list-style-type: none"> <li>• The absence of explicit mention of "<b><u>Suitcase</u></b>" in Ryanair's luggage policy can lead to misunderstandings about what items are allowed without additional fees.</li> <li>• <b><u>Example from Ryanair's Website:</u></b> "One small personal bag must fit under the seat in front of you and not exceed 40 x 20 x 25 cm."</li> </ul>
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- The Ryanair webpage does not clearly state if a suitcase is allowed in text, meaning that customers who are blind or use text-reading software, plugins, or AI assistants to read sites will not hear the text in images. The images state: **“Can be a handbag, laptop bag or backpack.”** However, this crucial information is not accessible to everyone.

### 3) **Additional Observations**

- Ryanair's policies for **"Cabin Baggage"** and **"Checked Baggage"** only use the word **"Bag"** and do not mention **"Suitcase."** This creates ambiguity about whether suitcases are allowed without additional fees.
- Images alone are heavily relied on to demonstrate the difference between bags and suitcases, which can be problematic for those who rely on text for information.

### 4) **Unexpected Costs**

- Ryanair charges extra for a **"10kg Cabin Bag"** with dimensions **55 x 40 x 20 cm**, which many passengers might consider a standard carry-on bag. Other airlines often allow larger bags for free, so Ryanair's policy can lead to unexpected fees for passengers who are unaware of these stricter rules.
- **Proof:** Passengers may expect their standard-sized carry-on bags to be included in the ticket price, similar to other airlines. This practice can be perceived as misleading and unfair.

### 5) **Size Checkers at Boarding Gates**

- At the boarding gates, Ryanair uses size checkers to ensure that passengers' bags meet the airline's strict size requirements. These size checkers are typically located near the boarding area, just before passengers enter the jet bridge to board the plane. If a bag does not fit within the size checker, it must be checked in as hold luggage, which incurs additional charges.
- This policy aims to manage cabin space effectively but can cause inconvenience and additional costs for passengers if their bags are slightly over the permitted dimensions, due to expenditure of the luggage bags!
- **Proof:** There have been numerous instances where passengers' bags did not fit the size checkers at boarding gates, resulting in extra fees, or having to check in the bag. These experiences are frequently

shared by passengers on travel forums and review sites, indicating that unexpected additional charges are a common issue.

1+ **Example from Ryanair's Help Centre:** "If your bags are bigger than your allowance, due to expenditure of the luggage bags, they will need to be checked in and the relevant fee will apply."

2+ **Example from Passenger Review:** "I had to pay an extra £50 at the gate because my bag was slightly too big for Ryanair's size checker. It was a frustrating experience, as I had used the same bag on other airlines without any issue."

## 6) **Packing Flexibility**

- Passengers may find it challenging to pack their bags to fit within Ryanair's specified dimensions, especially if they use rigid suitcases or items that cannot be compressed. This lack of flexibility can make it difficult for passengers to pack efficiently and avoid extra fees.
- Ryanair's strict dimension requirements (40 x 20 x 25 cm for a small personal bag and 55 x 40 x 20 cm for a 10kg cabin bag) can be particularly problematic for travellers carrying bulky or inflexible items, as they might struggle to fit everything within the allowed bag size.
- **Proof:** Passengers have shared experiences of struggling to pack their bags to fit within the specified dimensions, leading to difficulties in packing efficiently and avoiding extra fees. Reviews and testimonials on travel forums frequently mention the challenges of adhering to Ryanair's baggage size restrictions.

1+ **Example from Ryanair's Help Centre:** "All passenger fare types include a small personal bag, which must fit under the seat in front of you. If you need additional baggage allowance, there are various options available to you."

2+ **Example from Passenger Review:** "Packing for a Ryanair flight is always a challenge. My rigid suitcase never fits their size requirements, and I've had to leave items behind or pay extra fees multiple times."

## 7) **Ryanair's Baggage Pricing**

### 1+ **Explanation:**

- Ryanair's pricing for baggage is not specifically adapted for smaller personal bags. They offer a **small personal bag** (40cm x 20cm x 25cm) for free, which must fit under the seat in front of you. If you need additional baggage allowance, such as a **10kg**

**cabin bag** (55cm x 40cm x 20cm), you can purchase this option separately. The pricing for additional baggage varies depending on the route and whether you purchase it during the booking process or later.

**2+ Example:**

- **Small Personal Bag:** Free of charge, it must fit under the seat in front of you.
- **10kg Cabin Bag:** Additional fee, must not exceed 55cm x 40cm x 20cm.

**8) Specific Observations from Ryanair's Website**

**1+ One Small Personal Bag**

- It must fit under the seat in front of you and not exceed 40 x 20 x 25 cm.
- Includes items like a handbag or laptop bag.
- **Example:** "One small personal bag must fit under the seat in front of you and not exceed 40 x 20 x 25 cm."
- The image depicts a rucksack, which is not accessible to customers who use assistive technologies.

**2+ One 10kg Cabin Bag**

- It must not exceed 55 x 40 x 20 cm.
- Needs to fit in an overhead locker.
- **Example:** "For Priority & 2 Cabin Bags passengers, an additional 10 kg bag (55 x 40 x 20 cm) can be stored in the overhead locker."
- The image depicts a suitcase, which is not accessible to customers who use assistive technologies.

**3+ Checked Baggage**

- Images alone are heavily relied on to demonstrate the difference between bags and suitcases, which can be problematic for those who rely on text for information.

**9) Rolling Briefcase vs. Small Suitcase**

- **Rolling Briefcase:** Typically features wheels and a telescoping handle, allowing for easy manoeuvrability. They often have compartments for laptops, documents, and other essentials. A rolling briefcase meeting the dimensions of 40 x 20 x 25 cm could technically be allowed as a small personal bag.
- **Small Suitcase:** Generally designed for clothing and personal items. If a small suitcase meets the same dimensions, it should

also be allowed as a personal item. However, the policy does not explicitly mention "Suitcase," leading to ambiguity.

## **10) Potential Consequences**

### **1+ Accessibility Issues**

- Customers who are blind or use assistive technologies will not be able to access the crucial information about what items qualify as "Personal Bags" because it is conveyed through images and not text.

### **2+ Unexpected Costs**

- The lack of clear text information about suitcases could result in passengers bringing suitcases that may not be allowed as personal items, leading to unexpected fees.

### **3+ Misleading Practices**

- The reliance on images without accompanying text descriptions can be perceived as misleading, as it fails to provide all necessary information to all passengers, especially those with disabilities.

### **4+ Confusion and Misinterpretation**

- Passengers may be confused about what qualifies as a "Small Personal Bag" versus a "10kg Cabin Bag," leading to misunderstandings and potential additional charges at the airport.

### **5+ Additional Costs**

- Ryanair's policy of charging extra for a "10kg Cabin Bag" that fits the dimensions of what other airlines consider a standard carry-on bag can result in unexpected fees. This practice can be perceived as misleading and unfair.

### **6+ Lack of Transparency**

- The absence of the term "Suitcase" and the reliance on terms like "10kg Cabin Bag" can lead to a lack of clarity, causing passengers to be unsure about what items they are allowed to bring without incurring extra costs.

## **11) Recommendations for Regulatory Authority**

### **1+ Standardize Terminology**

- Ryanair should adopt the standard terms "Personal Item," "Carry-On Baggage," and "Checked Baggage" to align with industry norms and reduce confusion for passengers.

### **2+ Clarify Definitions**

- Clearly define the size and weight limits for both "Personal Item" and "Carry-on Baggage" on their website and during the

booking process, ensuring they match the terminology used by most airlines and booking platforms.

**3+ Update Booking Platforms**

- Ensure that all booking platforms, including third-party agents, use the standardized terms to provide a consistent and transparent experience for passengers.

**4+ Consumer Protection**

- Regulatory authorities should monitor and enforce compliance with these standards to protect consumers from misleading practices. Airlines should be held accountable for providing clear and accurate information about baggage policies.

**5+ Improve Accessibility**

- Ensure that all essential information is provided in text format alongside images to make it accessible to customers using assistive technologies.

**12) Short List of Airline Baggage Size Requirements**

**1+ Ryanair:**

- Small Personal Bag: 40cm x 20cm x 25cm.
- Priority & 2 Cabin Bags: 55cm x 40cm x 20cm.

**2+ EasyJet:**

- Small Cabin Bag: 45cm x 36cm x 20cm.
- Large Cabin Bag: 56cm x 45cm x 25cm.

**3+ British Airways:**

- Cabin Bag: 56cm x 45cm x 25cm.
- **Personal Item:** 40cm x 30cm x 15cm.

**4+ Jet2:**

- Cabin Bag: 56cm x 45cm x 25cm.

**5+ Air France:**

- Cabin Bag: 55cm x 35cm x 25cm.
- **Personal Item:** Must fit under the seat in front of you.

**6+ Lufthansa:**

- Cabin Bag: 55cm x 40cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

**7+ KLM:**

- Cabin Bag: 55cm x 35cm x 25cm.

- **Personal Item:** Must fit under the seat in front of you.

**8+ Delta Airlines:**

- **Carry-On Bag:** 56cm x 35cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

**9+ United Airlines:**

- **Carry-On Bag:** 56cm x 35cm x 22cm.
- **Personal Item:** Must fit under the seat in front of you.

**10+ American Airlines:**

- **Carry-On Bag:** 56cm x 36cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

**11+ Southwest Airlines:**

- **Carry-On Bag:** 60cm x 40cm x 25cm.
- **Personal Item:** Must fit under the seat in front of you.

**12+ Emirates:**

- **Carry-On Bag:** 55cm x 38cm x 20cm.
- **Personal Item:** Must fit under the seat in front of you.

**13+ Qatar Airways:**

- **Carry-On Bag:** 50cm x 37cm x 25cm.
- **Personal Item:** Must fit under the seat in front of you.

**14+ Singapore Airlines:**

- **Carry-On Bag:** 55cm x 40cm x 20cm.
- **Personal Item:** Must fit under the seat in front of you.

**15+ Qantas:**

- **Carry-On Bag:** 56cm x 36cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

**16+ Virgin Atlantic:**

- **Carry-On Bag:** 56cm x 36cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

**17+ Turkish Airlines:**

- **Carry-On Bag:** 55cm x 40cm x 23cm.
- **Personal Item:** Must fit under the seat in front of you.

1) By providing these detailed explanations and proofs, we can better understand the potential challenges passengers face with **“Ryanair's Luggage Policy”** and the resulting additional costs.

- 2) And by making these changes, **“Ryanair”** can improve the clarity and accessibility of their luggage policy, ensuring compliance with regulatory standards and providing a better experience for all passengers.

## 18+ [Baggage Revenue Analysis](#)

18+

### 18. Baggage Revenue Analysis

- Trip advisors and booking agents, such as Trip.com, generate significant revenue from various sources, including baggage fees. For instance, TripAdvisor generated \$1.7 billion in revenue in 2023. Airlines also make substantial income from baggage fees, with global baggage revenue reaching \$33 billion in 2023. This highlights the importance of transparency in baggage policies to ensure customers are fairly charged.

#### Revenue from Carry-on Baggage Fees:

- The revenue generated by airports from carry-on baggage fees can vary significantly based on several factors, including the number of passengers, the specific policies of the airlines operating at the airport, and the fees charged for carry-on baggage. Here is a general overview based on available information:

##### 1) London Stansted Airport:

- **Annual Revenue:** London Stansted Airport, owned by Manchester Airports Group (MAG), reported record half-year revenues of £705.6 million between April and September 2023.
- **Passenger Numbers:** The airport handled 34.9 million passengers over the period.
- **Carry-on Baggage Fees:** Specific revenue from carry-on baggage fees is not detailed, but it contributes to the overall revenue from passenger services.

##### 2) London Heathrow Airport:

- **Annual Revenue:** Heathrow Airport Holdings reported total revenue of £2.9 billion in 2022.
- **Passenger Numbers:** Heathrow handled 61.6 million passengers in 2022.

- **Carry-on Baggage Fees:** Similar to Stansted, specific revenue from carry-on baggage fees is not detailed separately but is part of the overall passenger service revenue.

3) **London Luton Airport:**

- **Annual Revenue:** London Luton Airport reported an operating profit of £19.9 million for the year ending March 2023.
- **Passenger Numbers:** The airport handled 17.2 million passengers in the year to March 2020.
- **Carry-on Baggage Fees:** Revenue from carry-on baggage fees is included in the overall passenger service revenue.

**General Insights:**

- **Global Market:** The global airport baggage handling system market is projected to grow significantly, indicating an increasing focus on efficient baggage handling and associated fees.
- **Revenue Contribution:** Carry-on baggage fees contribute to the overall revenue from passenger services, which include check-in fees, security charges, and other ancillary services.

While specific daily, weekly, or yearly revenue from carry-on baggage fees alone is not typically disclosed, it is clear that these fees form an integral part of the overall revenue generated by airports from passenger services. For precise figures, it would be necessary to access detailed financial reports from the respective airports or airlines.

**Proposed Solutions:**

1) **Clear Communication:**

- Ensure that all baggage policies are clearly communicated on the website, including any additional fees.

2) **Detailed Descriptions:**

- Provide detailed textual descriptions of baggage policies alongside visual aids to prevent confusion and ensure customers can make informed decisions.

3) **Refund for Misleading Charges:**

- Refund the unexpected £40 baggage fee incurred due to the misleading information on the website.

By implementing these solutions, the company can improve customer satisfaction and prevent similar issues in the future.

**For more detailed information, you can refer to the Idea Works Company Report:**

<https://ideaworkscompany.com/wp-content/uploads/2024/02/Press-Release-181-Global-Baggage.pdf>

and the

**Simple Flying article**

<https://simpleflying.com/airline-luggage-charges/>.

**PS.**

I look forward to your prompt response and resolution of my compensation claim.

Kind Regards,  
Simon Paul Cordell

**Address:** 109 Burncroft Avenue, Enfield, London, EN3 7JQ

**Email:** [Re\\_Wired@Ymail.com](mailto:Re_Wired@Ymail.com)

**Tel:** +44 7864 217519

### **Waiver of Liability**

#### **1) Waiver of Liability for Calculation Errors**

- I, **Simon**, hereby declare that the calculations provided within this document are based on the information available at the time of preparation. While I have taken every reasonable effort to ensure accuracy, I acknowledge that mistakes can occur.

#### **2) Waiver of Liability:**

- **Release of Liability:** I shall not be held liable for any discrepancies or errors in the calculations presented herein.
- **Responsibility for Verification:** It is the recipient's responsibility to verify the calculations independently. If any errors or discrepancies are identified, please notify me immediately for correction.

#### **3) Amendments and Feedback:**

- **Request for Reassessment:** If you identify any errors or inaccuracies in the calculations, please resend the document with highlighted amendments to me at your earliest convenience.
- **Collaborative Adjustment:** Upon receiving your feedback, I will review and agree upon the necessary corrections, then we can provide an updated version promptly.

Thank you for your understanding and cooperation.

- Also, Trip.com's website is being updated 26-02-2025 at 22:28 as to when io looked at it I noticed the changes being made! The Additional Baggage Allowance has changed and more.
- **This is also a news article that I came across:** <https://metro.co.uk/2025/02/10/airline-best-baggage-policy-latest-rules-easyjet-ba-22528589/>

**Right Click this link in "word" to open and close all collapsible links!**

### **16. 16<sup>th</sup>-Received**

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: Monday 14 April 2025 at 11:50 BST



Dear Simon,

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

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

Thank you for providing the full details of the baggage issue along with the receipts. We will review the information and get back to you once we have results.

We appreciate your understanding.

Best Regards,

Shirley  
Customer Success Team

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**17. 17<sup>th</sup>-Received**

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: Tuesday 15 April 2025 at 08:44 BST



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Dear Simon,

Thank you for choosing [Trip.com](#).

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

After reviewing your booking and baggage details, we found that you only requested additional baggage for the flight from London to Antalya. There was no request for extra baggage on the return flight from Antalya to London,

which explains why you were charged at the airport. Therefore, we can only cover the original baggage for your flight from London to Antalya.

Furthermore, upon examining the receipt for the payment made at the airport for the London to Antalya flight, it indicates a charge on January 9th. However, your flight is scheduled for January 8th. Could you please clarify why the receipt date differs from your flight schedule?

We appreciate your understanding.

Best Regards,

Shirley  
Customer Success Team

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**18. 18th-Sent**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From: Rewired (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 Dear Shirley and the Customer Success Team,

I hope this message finds you well. I am writing to reaffirm and expand upon my earlier communications regarding my recent travel experience booked through Trip.com. I respectfully request that you re-evaluate my case in full, taking into

account all the details and supporting documentation previously provided. For clarity, my journey details are as follows:

- **Departure:** London to Antalya
- **Return:** Antalya to London
- **Booking References:** 1653702646294295 and 1653702647563351

Below, I have clearly outlined the main points and concerns that remain unresolved:

### **1. Baggage Allowance Miscommunication and Misrepresentation**

- **Misleading Display of the Free 15 kg Allowance:** When I booked my flight through Trip.com, the website did not clearly explain that EasyJet's provides a free 15 kg baggage allowance that applies to both the departure and return flights. According to EasyJet's policy, this allowance should be available on both segments; however, the presentation on Trip.com's website left this detail ambiguous.
- **Separated Paid-for and Free Baggage Sections:** The design of the Trip.com website separates the "**Paid-For**" baggage option from the "**Free**" baggage allowance section. This design flaw makes it very unlikely for customers to recognise that both options are part of the complete package. I was led to believe that the free 15 kg allowance that is applied to both legs was my paid-for baggage as the paid option was not properly displayed even within its designated section. At this time, I did not notice that my paid for baggage option had not been properly been displayed even in the paid for section by Trip.com. • **Resulting Unexpected Additional Charges:** Due to the website's unclear layout and inconsistent messaging, I was misled into the assumption that the "**Free Baggage**" allowance was my "**Paid For Baggage**" and that my baggage was fully inclusive for both departure and return. Consequently, upon arrival at the departure airport, we discovered that there was an error with my booking through Trip.com, as I had wrongly incurred an unexpected additional charge for the departure flight for my baggage.
- **The Return Flight:** Reveled that no baggage for return or departure was booked and moreover, Trip.com is misleading its consumers by implying that they must pay for suitcases through the use of images and this is even though this is not in line with standard airline policies, as detailed in the sections "15+ All Personal Items Can Be Suitcases For 99% Of Airlines" and "16+ EasyJet of the Analysis and Findings." "*Images are being use to deceive people out of money*" This not only constitutes a pricing error but also a fundamental misrepresentation of the airline's baggage allowance policy.
- **Lack of Clarity in the Paid Package Section:** As detailed in my previous claim letter and my emailed correspondences, the benefits of the paid for baggage package were not clearly distinguished from the standard free allowance. This lack of clarity directly led to the misinterpretation of what was included in my booking, ultimately resulting in only one leg's allowance being covered, forcing me into a situation where unapproved additional expenses were unfairly imposed.

- **Smart Interface Recommendation:** An integrated, side-by-side display of both the free and paid baggage options would have significantly reduced the ambiguity. By consolidating the baggage information into a single, clearly labeled summary,

“**Trip.com**,” could help customers easily understand exactly what they are purchasing. This smart design approach would not only enhance transparency but also prevent future misunderstandings and ensure that users are fully aware of their baggage entitlements at the time of booking.

## **2. Discrepancy in Receipt Date and Supporting Documentation**

- **Receipt Dated January 9th for a Scheduled January 8th Flight:** Although my flight was scheduled for January 8th, the receipt for the extra baggage allowance is dated January 9th. This discrepancy occurred because, amid a hurried service environment at Gatwick Airport, I did not receive a paper receipt. Instead, I was provided with an electronic invoice, which is reflected on my bank statement **“Submitted as Exhibit D.”** This evidence confirms that the additional charge was processed under circumstances beyond my control.

## **4. Operational Impact: Missed Flight and Resulting Inconvenience**

- **Consequential Delays Leading to a Missed Flight:** The cumulative effect of the misleading baggage allowance information and the issues with the website’s operation led to significant delays at the airport. Unfortunately, these delays caused me to miss my subsequent flight. The disruption not only resulted in additional travel costs but also in considerable personal inconvenience, further intensifying the overall financial impact of this mismanagement.

## **5. Request for Re-Evaluation and Dedicated Caseworker**

Given the multiple points of discrepancy outlined above such as the misrepresentation of baggage allowances, the documented receipt issue, and the unexplained website fees to the resulting travel disruption, I respectfully request:

- **A Comprehensive Review:** Please review all the supporting evidence (Including The Detailed Claim Letter, “Exhibit D” From My Bank Statement, And Previous Correspondence) in light of these issues.

**Assignment of a Dedicated Caseworker:** To ensure a thorough and fair resolution, I ask that a single caseworker be assigned to oversee my claim. This will help consolidate all aspects of the issues at hand and facilitate a smoother investigative process.

## **Supporting Documentation**

For your convenience, I have reattached all pertinent documents, which include:

- A detailed claim letter explaining the discrepancies and the issues caused by the
- website layout.
- The bank statement entry (**Exhibit D**) confirming the extra baggage charge on
- January 9th.

Email correspondence from previous dates, which details my response to the misrepresentations and the multiple charges incurred.

Screenshots and analyses of the website layout that highlight the confusion surrounding the baggage allowance and the additional fees.

I trust that a careful reassessment of the provided information will clarify these issues and lead to a fair and equitable resolution. I look forward to receiving your prompt response, including confirmation of the receipt of my attachments and an update on the next steps.

Thank you for your time and attention to this matter.

Kind regards,

Simon Paul Cordell

**Address:** 109 Burncroft Avenue Enfield, London, EN3 7JQ

**Email:** [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com)

**Tel:** +44 7864 217519

**19. 19th-Received**

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: Wednesday 16 April 2025 at 19:34 BST



Dear Simon,

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

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

Thank you for reiterating what occurred, and we apologize for any delay in addressing your request. We are reviewing this matter again with the airline and our internal team, and we will keep you updated once we have results.

We appreciate your understanding.

Best Regards,

Shirley  
Customer Success Team

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**20. 20th-Received**

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 17 April 2025 at 13:54 BST



Dear Simon,

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

Concerning your flights from London to Antalya and from Antalya to London (order numbers 1653702646294295 and 1653702647563351), I have acknowledged your feedback regarding the baggage situation.

I hope this message finds you well. We sincerely apologize for the experience you encountered during your recent travel. We understand how important a smooth journey is and regret any inconvenience caused.

We have carefully reviewed the email you sent regarding the issues faced and have taken the initiative to check again with the airline to ensure a thorough understanding of the situation.

When booking a flight, please be aware that you have the option to review the baggage allowance included with your ticket. The details clearly indicate which types of baggage—personal, carry-on, or checked—are included with the flight. Please refer to the photos below for reference.

## Baggage Allowance & Policies



Booking Information

**Baggage Allowance**

Flight Cancellation & Change Policies

### Baggage Allowance

**Depart** London - Antalya



#### Personal Item

1 piece per person, 15 kg per piece.  
Each piece cannot exceed 45 × 36 × 20 cm in size.  
Must be placed under the seat in front of you



#### Carry-on Baggage

Not included [Additional baggage allowance can be purchased on the information entry page.](#)



#### Checked Baggage

Not included [Additional baggage allowance can be purchased on the information entry page.](#)

**Return** Antalya - London



#### Personal Item

1 piece per person, 4 kg per piece.  
Must be placed under the seat in front of you



#### Carry-on Baggage

Not included [Additional baggage allowance can be purchased on the information entry page.](#)



#### Checked Baggage

Not included [Additional baggage allowance can be purchased on the information entry page.](#)

#### Regulations on Special Baggage Allowance

Each airline has different regulations on special baggage (such as musical instruments, sports equipment, etc.). Therefore, for baggage other than regular backpacks and suitcases, we recommend checking the baggage regulations on the airline's website or contacting our customer support before traveling.






In the section where you can add baggage, it specifies the type of baggage associated with your booking, indicating which types are included and which are not. For baggage not included in your ticket, you have the option to add it. The display also shows which flight segment the baggage will be added to.

## Additional Baggage Allowance

✓ Save more by adding baggage allowance now. Bring along everything you need for your journey.

[Baggage Policies](#)

	 Personal Item <a href="#">View Details</a>	 Carry-on baggage <a href="#">View Details</a>	 Checked baggage <a href="#">View Details</a>
<b>Depart</b> London - Antalya			
Passenger 1	1 piece, 15 kg total	No free allowance <a href="#">Add</a> +	No free allowance <a href="#">Add</a> +
<b>Return</b> Antalya - London			
Passenger 1	1 piece, 4 kg total	No free allowance <a href="#">Add</a> +	No free allowance <a href="#">Add</a> +

As mentioned above, you have the option to select and add baggage to your preferred flight segment. Additionally, on the final confirmation page during payment, you can review the details of your flight, including any additional products you have added to your booking. Please refer to the photo below for reference.

## Booking Details



### Baggage Info

**London - Antalya**

Antalya - London

Personal item: 1 × 15 kg

Carry-on baggage: 1 piece, 15 kg in total

Free: Not included | Added: 1 piece, 15 kg in total

Checked baggage: Not included

### Baggage Info

London - Antalya

**Antalya - London**

Personal item: 1 × 4 kg

Carry-on baggage: Not included

Checked baggage: 1 piece, 5 kg in total

Free: Not included | Added: 1 piece, 5 kg in total

We contacted the airline again to verify if the carry-on baggage added before your flight was successfully processed, and they confirmed it was added on December 19. The agent clarified that the fee you paid at the airport was for checked baggage. Please note that the baggage you added through us was carry-on, and your booking did not include checked baggage, which is why you were charged at the airport. Additionally, please be aware that you only added carry-on baggage for your flight from London to Antalya and did not add any additional baggage for the return segment, which is again why you were charged.

You mentioned that you missed your flight from London to Antalya due to a baggage issue. We clarified this with the airline, and they confirmed that you missed the flight due to issues with travel documents, not the baggage. The airline agent also confirmed that they transferred you to a new flight at no cost. The new flight is scheduled for January 8th, from LTN to AYT, departing at 13:00 and arriving at 20:15.

Having verified the issues with the airline and confirmed that all information was provided, including the successful addition of the requested baggage, we

regret to inform you that we are unable to reimburse the payment made at the airport.

We appreciate your understanding.

Best Regards,

Shirley  
Customer Success Team

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**21. 21st-Received**

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 18 April 2025 at 18:46 BST

**Trip.com**

---

Dear Simon,

Thank you for choosing [Trip.com](#).

Regarding your flight from London-Antalya to Antalya-London (order no.XXXXXX), I received your feedback about your baggage concern.

I hope this email finds you well and we value the effort that you put into this matter.

We reached out to the airline once more to confirm whether the carry-on baggage you added prior to your flight was successfully processed. They have confirmed that it was indeed added on **December 19**. The airline representative clarified that the fee you paid at the airport was for checked baggage. Please be advised that the baggage you added through us was for **carry-on only**, and your booking did not include **checked baggage**, which resulted in the charge at the airport. Furthermore, please note that you only added carry-on baggage for your flight from **London to Antalya** and did not include any additional baggage for the return segment, which is why you incurred additional charges.

We have not yet received a response from you. I understand that you may have been busy with other responsibilities or chosen not to respond to our initial email. We respect your time and priorities. Please be assured that we will not send further correspondence regarding this matter unless we hear from you expressing continued interest or any concerns. Your privacy and communication preferences are of utmost importance to us, and we are committed to respecting them.

If you have any further concerns, do not hesitate to contact us at any time.

We appreciate your cooperation.

Best Regards,

Krizia

Customer Success Team

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## 22. 22<sup>nd</sup>-Received

### 22.22<sup>nd</sup> Received: Telephone Call from Trip.com

On **18 April 2025**, at **18:48 hours**, I received a telephone call from a **Trip.com representative** regarding the handling of my claim. The conversation lasted **21 minutes and 11 seconds**. Due to the presence of a guest in my home, I was unable to record the call.

The caller, a **female representative**, stated that she was providing a **follow-up** on the matter and **insisted** that Trip.com had contacted the airport and had sent **another email detailing their findings**. I informed her that I was **drafting a response** to their previous correspondence dated **Thursday, 17 April 2025, at 13:54 BST**, expressing **my dissatisfaction with their conclusions**.

I reiterated that Trip.com was **responsible for the misrepresentation of my baggage allowance**, which led to my forced purchase of **checked baggage** to avoid missing my flight. **Despite presenting both a hard copy and digital version of my Trip.com itinerary, both incorrectly stated that no carry-on baggage was paid for—despite my payment.** This **failure to correctly update the itinerary** resulted in **EasyJet refusing to acknowledge my rightful allowance**, leading to **unnecessary financial loss and inconvenience**.

To further demonstrate **Trip.com's liability**, I informed the representative that I had compiled a **video breakdown** clearly proving the **discrepancies in their itinerary system**. The video **visually documents** that my **digital itinerary falsely indicated unpaid baggage**, which was **later concealed by Trip.com updating their website**, effectively erasing all proof of their misleading practices. Had I **not conducted my detailed analysis and captured screenshots**, I would have been left **without irrefutable evidence**—an act that is **both unethical and a clear violation of civil fairness**.

The representative continued to **assert** that Trip.com had **paid the airport directly** and had **sent confirmation of these payments**. I countered that this did not absolve them of **liability**, as they had **failed to update the digital and printed receipt to correctly reflect the transaction**, thereby **providing me with invalid documentation at the point of sale**.

I **formally requested access to the call recording**, as she confirmed that calls were recorded. She **denied my request**, stating that she had **no access** to the recordings. I informed her that, as a **litigant in person** under **Rule 46.5 of the Civil Procedure Rules (CPR)**, I would issue a

**Disclosure Request under CPR Rule 31.12**, or alternatively, submit a **Subject Access Request (SAR)** under civil law. I asked her to **advise on the appropriate course of action**, to which she responded that she would need to **investigate further and provide an email response**.

Additionally, I requested a **written summary of our conversation** to be sent via email. As of **19 April 2025, at 10:00 AM**, **no such email has been received**.

Trip.com's continued **evasiveness, refusal to acknowledge their failure**, and **lack of transparency regarding their booking system updates** further reinforce **concerns about their integrity and consumer trust**. Their refusal to provide access to crucial evidence only **strengthens the case for accountability** in this matter.

### **23. 23<sup>rd</sup>-Received**

You have unreviewed messages sent from Trip.com  
From: Trip.com (en\_flt\_noreply@trip.com)  
To: re\_wired@ymail.com  
Date: Friday 18 April 2025 at 18:52 BST



Booking No. 1653702646294295

ⓘ Please do not reply to this email. It was sent from a notification-only email address that cannot accept incoming emails.

**You have unreviewed messages sent from Trip.com**

Dear SIMON CORDELL,

You have unread messages from Trip.com Customer Support.

Hello there. Regarding your flight from London-Antalya to Antalya-London

(order no.XXXXXXX), I received your feedback about your baggage concern.

We reached out to the airline once more to confirm whether the carry-on baggage you added prior to your flight was successfully processed. They have confirmed that it was indeed added on December 19. The airline representative clarified that the fee you paid at the airport was for checked baggage. Please be advised that the baggage you added through us was for carry-on only, and your booking did not include checked baggage, which resulted in the charge at the airport. Furthermore, please note that you only added carry-on baggage for your flight from London to Antalya and did not include any additional baggage for the return segment, which is why you incurred additional charges.

As we have not heard back from you, we will not pursue this matter further unless you reach out with additional questions or concerns. If you have any further concerns, do not hesitate to contact us at any time.

If you have any questions about the above messages or need further help, please click "Chat With Us" below to return to the chat. You may need to sign in to continue.

[Chat With Us \(H5/APP\)](#)

[Chat With Us \(PC\)](#)

If you find that the chat has been closed, please don't worry. You can first review the messages we previously sent you. If you have any questions, you can initiate a new chat, and our professional customer support team will continue to follow up on your issue.

---


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[Support in approx. 30s](#)

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[Hot Topics](#) [Booking & Price](#) [Ticketing & Payment](#) [Booking Query](#)

[Passenger Information-related ...](#)

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**24. 24th-Received**

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 18 April 2025 at 23:58 BST

**Trip.com**

---

Dear Simon,

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

Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351), I received your feedback about your baggage concern.

I hope this email finds you well and we value the effort that you put into this matter.

Here is a summary of our phone conversation about your carry-on baggage. On **December 19,**

**2024**, we sent you a confirmation indicating that you purchased one piece of carry-on baggage weighing **15 kilograms**. We have coordinated with the relevant team to ensure that this baggage has been added to your flight from **London to Antalya**. The email sent on **December 19** confirms the successful purchase.

Upon contacting the airline representative, they confirmed that the carry-on baggage has indeed been added to your **London-Antalya** flight. I also reached out to the airline directly and verified that the carryon baggage is included on your flight. Please refer to the attached file for our correspondence with the airline. The airline representative has suggested that you may contact them directly to confirm the inclusion of the 15-kilogram carry-on baggage. You may file a claim directly with the airline. about your carry-on baggage. Please kindly use this link:

We appreciate your cooperation.

Best Regards,

Krizia  
Customer Success Team

---

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Baggage.png  
101kB

**24. 24th-Baggage**

## FLIGHTS

### Your flight details

#### About check in and departures

You can check in between 30 days and 2 hours before your flight departs. Gate closes 30 minutes before departure. To check-in online, you'll need to provide passenger information, which can be done from 60 days before you fly.

Please note, you'll need to have your boarding pass(es) before you arrive at the airport.

[Read more](#)

Wed 8 Jan 2025

Flight number **EZY2555**

Flight flown

DEPARTING

**London Luton (LTN)**

Wed 8 Jan 13:00



ARRIVING

**Antalya (AYT)**

Wed 8 Jan 20:15 • Terminal 2

[View seats, cabin bags & passenger details](#)

Mrs

[REDACTED]

Document Number:

---

Seat:

25C

Small cabin bag:

1 x Small under seat cabin bag (max. 45 x 36 x 20 cm)

Mr Simon Cordell

Document Number:

---

Seat:

6D

Small cabin bag:

1 x Small under seat cabin bag (max. 45 x 36 x 20 cm)

Large cabin bag:

1 x Large cabin bag (max. 56 x 45 x 25 cm)

Baggage 2.png  
113.9kB

**24. 24th-Baggage 2**


- Check in online
- Get your boarding passes

### Payment details

- Payment to easyJet of £63.98 by MasterCard (Apple Pay) on 18/12/2024
- Payment to easyJet of £6.99 by Visa on 18/12/2024
- Payment to easyJet of £6.99 by Visa on 18/12/2024
- Payment to easyJet of £31.99 by Visa debit on 19/12/2024

### Passenger & Flight details 1 of 1

London Gatwick (South Terminal) to Antalya (Terminal 2)

EZY6519 

Departs: Wed 08 Jan 2025 08:00

Arrives: Wed 08 Jan 2025 15:20

Bag drop opens: Wed 08 Jan 2025 05:00

Bag drop closes: Wed 08 Jan 2025 07:00

Check in closes 60 mins before departure

Mrs XXXXXXXXXX

Seat: 16E

Small cabin bag: 1 x under seat cabin

bag  
(max. 45 x 36 x 20 cm)

Mr SIMON CORDELL

Seat: 16F

Small cabin bag: 1 x under seat cabin

bag  
(max. 45 x 36 x 20 cm)

Large cabin bag: 1 x large cabin bag

### Manage your booking...

Head to [Manage Bookings](#) where you can do everything from adding and changing seats & hold luggage to changing passenger details and flights or requesting payment confirmations and VAT invoices.



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### Flight Tracker

For the latest travel updates on your flight, visit the [easyJet Flight Tracker](#).



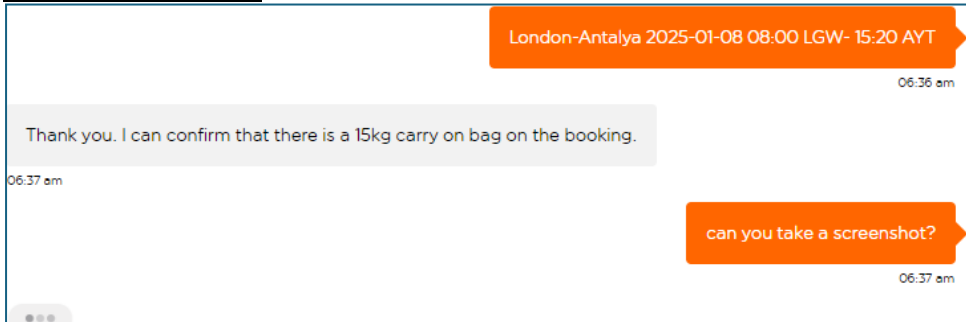
### Connect with

us!



Baggage 3.png  
15.4kB

### 24. 24th-Baggage 3



### 25. 25<sup>th</sup>-Received

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: Saturday 19 April 2025 at 19:45 BST

**Trip.com**

Dear Simon,

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

Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351), I received your feedback about your baggage concern.

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. Upon receiving your confirmation, we will send a separate email containing an encrypted link for you to securely provide your bank details for the refund. Please

note that the refund processing timeline may take 7-10 working days and may vary depending on your bank.

Please be aware that by submitting your bank account information, you acknowledge and accept the proposed resolution, which will serve as full settlement of this complaint.

We appreciate your patience and understanding.

Best Regards,

Ray  
Customer Success Team

---

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**26. 26<sup>th</sup>-Received**

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: Sunday 20 April 2025 at 17:01 BST



---

Dear Simon,

Thank you for choosing [Trip.com](#).

Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351), I received your feedback about your baggage concern.

I attempted to call the number provided on your booking but was unable to connect. Therefore, I proceeded to send you an email instead.

I hope this email finds you well. I recently reached out to you regarding a matter of importance, but we have not received a response from you yet. I understand that you may have been busy or may have chosen not to reply to our email.

I respect your decision and would like to assure you that we will not disturb you further regarding this matter unless I receive a response from you indicating your continued interest or any other concerns you may have. I value your privacy and want to ensure that our communication is in line with your preferences.

Should you require further assistance, feel free to reach out to us.

We appreciate your understanding.

Best Regards,

Ray  
Customer Success Team

---

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**27. 27<sup>th</sup>-Received**

You have unreviewed messages sent from Trip.com

From: Trip.com (enflt\_noreply@trip.com)

To: re\_wired@ymail.com

Date: Sunday 20 April 2025 at 17:07 BST

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**You have unreviewed messages sent from Trip.com**

Dear SIMON CORDELL,

You have unread messages from Trip.com Customer Support.

Hi Simon! This is Ray, one of the managers from Customer Success Team. Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351), I received your feedback about your baggage concern.

I attempted to call the number provided on your booking but was unable to connect. Therefore, I proceeded to send you an email and chat instead.

I recently reached out to you regarding a matter of importance, but we have not received a response from you yet. I understand that you may have been busy or may have chosen not to reply to our email.

I respect your decision and would like to assure you that we will not disturb you further regarding this matter unless I receive a response from you indicating your continued interest or any other concerns you may have. I value your privacy and want to ensure that our communication is in line with your preferences.

Should you require further assistance, feel free to reach out to us.

We appreciate your understanding.

If you have any questions about the above messages or need further help, please click "Chat With Us" below to return to the chat. You may need to sign in to continue.

Chat With Us (H5/APP)

Chat With Us (PC)

If you find that the chat has been closed, please don't worry. You can first review the messages we previously sent you. If you have any questions, you can initiate a new chat, and our professional customer support team will continue to follow up on your issue.

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Support in approx. 30s

Hot Topics Booking & Price Ticketing & Payment Booking Query

Passenger Information-related ...

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**28. 28<sup>th</sup>-Received**

Your Opinion Counts!

From: Trip.com Customer Care (No-Reply) (trip.com@newsletter.trip.com)

To: re\_wired@ymail.com

Date: Sunday 20 April 2025 at 23:03 BST

**Trip.com**

---

Dear SIMON CORDELL,

Thank you for choosing Trip.com!

You were in touch with Customer Support recently, and we'd like to ask you to provide some feedback on your experience.

We would like you to take a minute to let us know how happy you are with our customer support Ray on 2025-04-21 (Booking No.: 1653702646294295), and to ask you what we can do better in the future.

Customer Satisfaction Survey

Thank you for your time and thoughts, we truly appreciate it.

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You've been sent this service email in relation to your Trip . com account or a booking you made. All times listed in this email are GMT+8 unless otherwise noted. This is an automatically generated email. Please do not respond to this message.

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Trip.com c/o WeWork, Los Angeles, CA 90013.

## **29. 29<sup>th</sup>-Sent**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From: Rewired (re\_wired@ymail.com)

To: en\_flightservice@trip.com

Date: Monday 21 April 2025 at 18:01 BST

**Dear Trip.com Customer Success Team,**

Thank you for confirming reimbursement for the baggage fees incurred at **“London Gatwick (£40.00) And Antalya**

**(£69.63).”** While this acknowledgment is appreciated, the **“financial Impact Of Your Booking System’s Errors Extends Beyond Baggage Charges.”**

**“Trip.com’s Own Policy Confirms Additional Compensation is Required!”**

According to **“Trip.com’s Customer Service Guarantee,”** weblink here:

<https://www.trip.com/pages/customer-service/>

- you state:

✓ **If A Ticket Is Not Issued After Successful Payment Due To Trip.com’s Fault,** and the price increases, **“Trip.Com” Must Cover the Difference** in cost.

✓ **If A Passenger Is Unable to Board a Flight Due To Trip.com’s Fault,**  
**Compensation Must Be Provided According to The Circumstances.**

✓ **“The Maximum Compensation You Provide”** is a **“Refund of The Original Flight ticket,”** plus a **“Free Replacement Flight Designated by Trip.Com.”**

### **How These Policies Apply to My Case**

◇ Since you’ve **“Already Accepted Liability,”** it follows that additional financial consequences caused by this failure **“Must Be Fully Compensated.”**

◇ Your policy states compensation should be **“Provided According To The Circumstances,”** meaning **“Not Just Flight Refunds,”** but also the related costs incurred.

◇ The flight misinformation led to **“Forced Extra Expenses,”** including transport, accommodation, and legal fees, which **Trip.com is responsible for covering.**

### **Legal Fees and Stress Compensation Breakdown**

#### **Formal Reimbursement Request in Line With Civil Procedure Rules (CPR) 46.5**

As a **“Litigant In Person Actively Managing This Claim,”** I assert my **“Legal Right”** to recover costs associated with the extensive work required to **“Pursue Fair Resolution.”** This claim follows **“Rule 46.5 Of The Civil Procedure Rules (CPR) In England And Wales,”** which recognizes a litigant in person’s **“Entitlement To Reasonable Costs.”**

Your company has been made **“Fully Aware”** of my legal position from the outset. **“At no point in any correspondence”** was there **“A Dispute”** regarding the legitimacy of the financial damages incurred due to **“Trip.com’s Booking Errors.”** As such, **“This Claim Is Valid, Proportionate, And Entirely Justified.”**

### **Legal Fees Breakdown**

Under **“Rule 46.5 of the CPR,”** a litigant in person is entitled to recover the following costs:

- ◇ **Expenses Incurred:** Court fees, travel expenses, and all necessary disbursements directly related to the case.
- ◇ **Time Spent on Legal Preparation:** Litigants in person are eligible to claim for time spent preparing and presenting their case.
- ◇ **Standard Hourly Rate Adjustment:** As per established rates, litigants in person may claim **£19 per hour**, subject to revision by the court based on complexity.

Given the **“Time-Intensive Nature”** of handling this matter, the **“Standard Rate”** should be **“Adjusted For Inflation”** since its **“2014 Establishment.”** The cumulative inflation rate from **“2014 To 2024 Is Approximately 30%,”** meaning the adjusted hourly rate is:

**£19 × 1.30 = £24.70 per hour**

**Stress and Additional Financial Losses**

Your **“Misleading Booking Information”** directly caused **“Prolonged Financial, Legal, And Emotional Distress,”** necessitating extensive independent analysis and legal submissions. As a direct result of **“Trip.com’s Admitted Liability,”** the **“Following Additional Expenses”** must also be reimbursed

**Formal Compensation Request**

<b>Category</b>	<b>Reason for Compensation</b>	<b>Requested Amount</b>
<b>Trip.com Invoice of Purchases</b>	Misleading charges leading to additional financial burden. <b>a.</b> Seats Not Being Next To Each Other As Booked. <b>b.</b> Loss of Baggage Fees <b>c.</b> Loss of Flight.	<b>£216.90</b>
<b>Taxi Costs</b>	Loss of taxi bookings due to disruptions, to London Gatwick	<b>£51.50:</b>
<b>Omio Train Tickets</b>	Disrupted travel resulting in additional ticket costs. To connect from London Bridge to Gatwick	<b>£53.40</b>
<b>EasyJet Baggage Charge</b>	Reimbursed baggage fees accepted in liability.	<b>£40.00</b>
<b>Additional Transportation</b>	<b><u>Forwarded to Luton Airport</u></b> Unplanned travel expenses caused directly by the misinformation in the booking process. Train Tickets X2 (£23.00 + £23.00)	<b>£46.00</b>
<b>Food &amp; Drink Expenses</b>	<b><u>Forwarded to Luton Airport</u></b> Extra expenses incurred during delays and disruptions.	<b>£23.00</b>

<b>Hotel Costs</b>	Our original Booked Holiday accommodation was affected due to booking disruptions.	<b>£120.32</b>	<b>L</b>
<b>Antalya Airport Baggage Charge</b>	Additional forced payment due to misinformation.	<b>£69.63</b>	<b>J</b>
<b>Category</b>	<b>Reason for Compensation</b>	<b>Requested Amount</b>	
<b>Total Client Expenses</b>	§ <b>Subtotal (Without Legal Fees):</b> £216.90 + £51.50 + £53.40 + £40.00 + £23.00 + £69.63 + £120.32 = <b>£621.75.</b>		
<b>Legal Fees &amp; Expenses</b>	<p>This is incurred while pursuing this claim and proving financial harm.</p> <p><b>Dates:</b> From <b>12th January 2025</b> to <b>12th March 2025.</b></p> <p>I have continued to send correspondence since but have not added the additional fees.</p>	<p><b>Solicitors Legal' Fees:</b> £12,327.50</p> <p><b>Solicitors' Expenses:</b> £197.94</p> <p><b>The total sum of £12,327.50 + £197.94 is £12,525.44</b></p>	

<p><b>Analysis Fees</b></p>	<p>Structured investigation required to verify the claim and provide concrete evidence. If further evidence to prove these claims is requested, it will be provided.</p> <p><b>Dates:</b> From <u>12th January 2025</u> to <u>12th March 2025</u>.</p>	<p><b>£8,500.00</b></p>	<p><b>M</b></p>
<p><b>Client Stress fees</b></p>	<p><b>Dates:</b></p> <p>Starting from <u>12th January 2025</u> at a £50.00 Rate! Total £ : Exhibit: M, till the <u>21/04/2025</u>. The duration from <u>12th January 2025</u> to <u>21st April 2025</u> is <u>100 days</u>. At a £50.00</p> <p>Days × £50.00 per day = <u>£5,000.00</u></p>	<p><b>£5,000.00</b></p>	
<p><b>Pre-Approved Holiday Compensation</b></p>	<p>Your policies confirm compensation for verified disruptions.</p> <p>I request clarity on how my case qualifies.</p>	<p><b>Pending confirmation</b></p>	<p><b>0</b></p>
<p><b>Grand Total as of the 21/04/2025</b></p>	<p>The total sum of <b>£621.75f5 + £12,525.44 + £8,500.00 + £5,000.00</b> is <b>£26,647.19</b>.</p>		

**Final Steps Required from Trip.com**

To facilitate a swift resolution, I kindly request the following actions:


- ✓ **Please Confirm approval:** of the listed compensation amounts.
- ✓ **Also, Provide a clear timeline:** for processing reimbursement, ensuring payment is completed without undue delay.

✓ **And Guarantee compliance:** with Trip. Com's own policies, including the **"Customer Service Guarantee And Advance Compensation Policy."**

Since **"Trip.com' Has Already Acknowledged Fault,"** I expect you to **"Honor The Full Compensation Required Under Your Policy."** Given that **"Your Own Terms Specify"** that **"Verified Claims Must Be Processed Within One Working Day,"** I trust you will uphold this commitment without further hesitation.

Additionally, Trip. Com's **"Advance Compensation Policy"** states that if your company is found to be at fault,

**"Compensation Should Be Provided In Advance."** As liability has been **"Partially Accepted,"** it logically follows that the remaining compensation for additional losses, including holiday reimbursement, must also be settled accordingly.

To ensure transparency, I have included a **"Chronological Record Of All Correspondence"** related to this claim for reference:  [All-Emails-TripCom-and-Co](#)

I look forward to receiving your formal response **"Confirming The Next Steps"** and the full resolution of this matter. **Best regards, Simon Paul Cordell**

**Original Receipt:**

**Receipt Date:** 16/03/2025 **Receipt Number:** [1]

**Received From:** Simon Paul Cordell 109 Burncroft  
Avenue Enfield, London, EN3 7JQ

**Received To:** Trip.com, EasyJet Airline, SunExpress Airline.

**Description of Services Rendered:** Legal Fees associated with compensation claims and related matters, acting as a litigant in person.

**Total Amount:** £25,110.00

**Breakdown (if applicable):** Solicitors'

- Fees: £12,327.50
- Analysis and Supporting Costs: £8,500.00 Additional
- Legal Expenses: £4,282.50

**Payment Method:**

- Name on Card:
- Sort-Code:

- Account Number:

**Authorized Signature:**

**30. 30<sup>th</sup>-Received**

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: Tuesday 22 April 2025 at 00:11 BST



25.

25th-Received-NEW.

**Trip.com**

---

Dear Simon,

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

Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351),

We appreciate your prompt response regarding the matter at hand. Please be informed that we will only be able to refund you the baggage charges incurred at the airport: GBP 40 at London Gatwick Airport and GBP 69.63 at Antalya Airport.

Kindly let us know if you accept the resolution provided in our previous communication, so we can take the necessary steps to process the refund.

We appreciate your understanding and look forward to hearing from you soon.

Best Regards,

Rolly  
Customer Success Team

---

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**31. 31<sup>st</sup>-Received**

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: Wednesday 23 April 2025 at 00:53 BST



Dear Simon,

Thank you for choosing [Trip.com](#).

Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351),

We hope this email finds you well. We wanted to follow up on the email we sent you regarding the matter at hand. It appears that we have not received a response from you in the past 24 hours.

We understand you may be busy and it is possible you may no longer require any further assistance from us. Therefore, we will not disturb you further and will maintain our resolution to address the matter based on the information provided in our previous communication.

Nevertheless, we would like to remind you that our offer of GBP 40 and GBP 69.63 reimbursement remains available for you. Please let us know if you accept this offer so we can take the necessary steps to process it.

We appreciate your understanding.

Best Regards,

Rolly

Customer Success Team

---

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**32. 32<sup>nd</sup>-Received**

You have unreviewed messages sent from Trip.com

From: Trip.com (enflt\_noreply@trip.com)

To: re\_wired@ymail.com

Date: Wednesday 23 April 2025 at 00:59 BST



Booking No. 1653702646294295

ⓘ Please do not reply to this email. It was sent from a notification-only email address that cannot accept incoming emails.

**You have unreviewed messages sent from Trip.com**

Dear SIMON CORDELL,

You have unread messages from Trip.com Customer Support.

Dear Simon,

Thank you for choosing Trip.com.

Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351),

We hope this email finds you well. We wanted to follow up on the email we sent you regarding the matter at hand. It appears that we have not received a response from you in the past 24 hours.

We understand you may be busy and it is possible you may no longer require any further assistance from us. Therefore, we will not disturb you further and will maintain our resolution to address the matter based on the information provided in our previous communication.

Nevertheless, we would like to remind you that our offer of GBP 40 and GBP 69.63 reimbursement remains available for you. Please let us know if you accept this offer so we can take the necessary steps to process it.

We appreciate your understanding.

Best Regards,

Rolly  
Customer Success Team

If you have any questions about the above messages or need further help, please click "Chat With Us" below to return to the chat. You may need to sign in to continue.

[Chat With Us \(H5/APP\)](#)

[Chat With Us \(PC\)](#)

If you find that the chat has been closed, please don't worry. You can first review the messages we previously sent you. If you have any questions, you can initiate a new chat, and our professional customer support team will continue to follow up on your issue.

Please be cautious when forwarding this email as it contains personal information and booking details that could be modified or canceled by the recipient.



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App-only discount for new users on Trip.com

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 4.5/5 on  
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Live chat with our customer support team 24/7 from anywhere in the world. [Learn More](#)

[Support in approx. 30s](#)

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[Hot Topics](#) [Booking & Price](#) [Ticketing & Payment](#)  
[Booking Query](#) [Passenger Information-related](#) ...

Please do not reply to this message. This email was sent from a notification-only email address that cannot accept incoming emails.

Do not forward this mail as it contains your personal information and booking details.

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**33. 33<sup>rd</sup>-Received**

Your Opinion Counts!

From: Trip.com Customer Care (No-Reply) (trip.com@newsletter.trip.com)

To:re\_wired@ymail.com

Date: Wednesday 23 April 2025 at 23:25 BST



---

Dear SIMON CORDELL,

Thank you for choosing Trip.com!

You were in touch with Customer Support recently, and we'd like to ask you to provide some feedback on your experience.

We would like you to take a minute to let us know how happy you are with our customer support Rolly on 2025-04-23 (Booking No.: 1653702646294295), and to ask you what we can do better in the future.

[Customer Satisfaction Survey](#)

Thank you for your time and thoughts, we truly appreciate it.

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You've been sent this service email in relation to your Trip . com account or a booking you made. All times listed in this email are GMT+8 unless otherwise noted. This is an automatically generated email. Please do not respond to this message.

Copyright © 1999-2025 Trip . com. All rights reserved. 555 W 5th St, 35th Floor  
Trip.com c/o WeWork, Los Angeles, CA 90013.

**34. 34<sup>th</sup>-Sent**

**Email:**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From: Rewired (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

**Dear Trip.com Customer Success and Legal Team,**

I am writing to formally enclose my **“Pre-Action Conduct Letter”** and completed **“N1 Claim Form,”** which detail the unresolved issues surrounding my compensation request. Despite Trip.com’s acknowledgment of liability, your continued refusal to honor your own **“Customer Service Guarantee”** and **“Advance Compensation Policy”** leaves me with no option but to escalate this matter further.

**1. Key Points in Support of My Claim:**

**a. Acknowledgment of Liability:**

· Trip.com has **“admitted fault”** regarding baggage fees incurred; **“£40 At Gatwick”** and **“£69.63 In Antalya,”** but Trip.com staff continues to **“Refuse Full Compensation”** for additional losses caused by their service failures. Specifically, **“Trip.com Has Accepted Liability”** for baggage purchased through their website but ultimately **“Not Provided as Part of the Service”**.

· While both **“Departure and Return Flights”** are acknowledged, Trip.com's has only accounted for certain costs directly **“Paid at The Airport,”** ignoring **“Original Payments”** made through their website that have yet to be **“Fairly Reimbursed.”**

· Additionally, compensation has **“Not Been Provided”** for **“Extra Seats Purchased”** to ensure passengers could sit together, despite these seats being **“Paid for Via Their Platform but Never Honored.”**

· Trip.com's **“Failure to Fulfill Their Service Obligations”** forced us to travel to a **“Different Airport”** and book an alternative flight, **“Resulting In Further Unavoidable Costs.”** These expenses are **“Clearly Exhibited In the Claim File”** with detailed explanations proving that they were incurred **“Through No Fault of Our Own,”** expenses for which: **“Trip.com Has Accepted Liability Yet Refuses to Pay,”** even when their own **“Price Guarantee”** explicitly states that full reimbursement is **“Protected In Such Circumstances.”** b.

**Contradiction of Policies:**

· Your **“Customer Service Guarantee”** states that verified claims must be processed within one working day after checkout, yet this timeframe has been repeatedly breached.

· The **“Advance Compensation Policy”** promises reimbursement in cases where Trip.com is at fault, further supporting my entitlement to the requested amounts.

c. **Breach of Disclosure Obligations Under CPR 31.12:**

- Trip.com has failed to acknowledge my formal request for insurance policy disclosure, which is critical for case analysis. In accordance with **“Civil Procedure Rules (CPR) 31.12,”** I reiterate my request for the immediate provision of all relevant policy documents.

d. **Substantial Financial and Emotional Impact:**

- Direct financial losses include legal fees, client, and legal expenses as well as stress fees & website analysis fees, total **£26,647.19** and additional travel, and accommodation expenses.
- The ongoing delays and mishandling have caused significant stress and disruption, which further amplifies the need for full compensation. **£26,647.19.**

2. **Next Steps:**

- Trip.com must:
  - a. **Confirm Receipt of This Submission:** and your intention to comply with the compensation request.
  - b. **Provide A Clear Timeline for Action:** or engage in meaningful alternative dispute resolution within 14 days.
  - c. **Comply With the CPR 31.12 Disclosure Request:** by providing relevant policy documents within the same timeframe.
- Failure to respond adequately will result in the immediate filing of the enclosed **“N1 Claim Form”** with the Civil Court, seeking full compensation, costs, and statutory interest.
- For transparency, I have attached a **“Chronological Summary Of All Correspondence”** between myself and Trip.com to substantiate my claim.
- I urge Trip.com to take this opportunity to resolve the matter amicably and avoid unnecessary legal proceedings. I look forward to receiving your formal response.

3. **Acceptance of Partial Payment & Continued Claim for Full Compensation:**

- **“I appreciate Trip.com’s offer to compensate me”** for the **“Baggage Allowance Fees Paid”** at the **“London Gatwick Airport of GBP 40”** and at **“Antalya Airport GBP 69.63.”** of **“£109.63,”** which I accept **“Without Prejudice”** as a **“Partial Settlement.”** However, this **“Does Not Resolve”** the full financial losses detailed in my claim, nor does it account for **“Trip.com’s Admitted Liability”** for consequential damages.

a. **Settlement Before Court Action:**

§✓ If Trip.com **“Processes the Full Payment Immediately,”** the total compensation remains as originally requested: ⌘ **£26,647.19**, covering expenses up to **‘21/04/2025,’** per the Pre-Action Conduct Letter.

**b. Claim if Litigation Proceeds:**

§✓ If Trip.com fails to provide full reimbursement **“Within the Specified Deadline,”** the claim will escalate to court.

§✓ The total amount will then **“Increase,”** reflecting legal costs, court fees, and additional expenses incurred **“From 21/04/2025 To the Present Date (07/05/2025), With Ongoing Accruals.”**

- ⌘ **“Current Total as Of 07/05/2025: £35,306.31,”** per the N1 Claim Form.
- ⌘ Additional amounts will be added **“For Each Day Beyond This Date”** until full resolution.

**4. Bank Details for Processing Partial Payment:**

· Should Trip.com wish to settle the **“Original Sum (£26,647.19)”** before court action, please process payment to the following details:

- **Account Holder:** Simon Paul Cordell
- **Bank Name:** Barclays
- **Sort Code:** +++++
- **Account Number:** +++++
- **Reference:** Our1

· While I accept this present offered payment as **“Partial Settlement, I Do Not Waive My Legal Rights”** to pursue the full amount in court if necessary.

**5. Legal Basis for Continued Claim:**

· This claim is legally supported by the following provisions:

- 1) **Consumer Rights Act 2015:** Protects consumers from financial harm caused by unfulfilled service agreements.
- 2) **Civil Procedure Rules (CPR) 46.5:** Confirms entitlement to recover costs incurred by litigants-in-person.

3) **CPR 31.12 (Disclosure Request)**: Requires Trip.com to provide all relevant policy documents for transparency.

4) **Customer Service Guarantee & Advance Compensation Policy**: Trip.com’s own policies mandate timely compensation.

I would also like to remind you that under the “**Civil Procedure Rules (CPR) 2014**,” litigants-in-person are entitled to recover reasonable costs and expenses related to pursuing a claim. The legal fees incurred were a necessary consequence of Trip.com’s inability to resolve my claim promptly and fairly. Therefore, I request an additional reimbursement to cover these expenses, which amount to the detailed invoices provided below!

It is crucial to highlight that the compensation offered reflects a partial acknowledgment of Trip.com legal obligations under the “**Consumer Rights Act 2015**.” I request written confirmation that the offered compensation amount will be processed promptly.

By addressing these issues comprehensively, Trip.com can demonstrate its commitment to fairness, accountability, and compliance within the United Kingdom’s legal standards, to be complied with.

Best regards, Simon Paul Cordell Attachments:

**Attachments Index:**

- a. **Pre-Action Conduct Letter!**
- b. **N1 Claim Form!**

**Subject:** Final Submission of Pre-Action Conduct Letter & N1 Claim Form – Booking No. 1653702646294295.

Dear Trip.com Customer Success and Legal Team

**Pre Action Conduct Letter**

<b>Claim No.</b>	
<b>Issue Date</b>	

<b>Claimant Name</b>	a. <b><u>Name:</u></b> Simon Paul Cordell
<b>Address Including Postcode</b>	b. <b><u>Address 1:</u></b> 109 Burncroft Avenue Enfield, London c. <b><u>Post Code:</u></b> EN3 7JQ.

<b>Defendant(S) Name</b>	a. <b><u>Name:</u></b> Trip.com Customer Success Team. b. <b><u>Name:</u></b> Trip.com Headquarters, Global Customer Support Division.
<b>Address Including Postcode</b>	c. <b><u>Postal Address 1:</u></b> 9F, Building A, Minhang District, Shanghai, China, 201107. d. <b><u>Postal Address 2:</u></b> Trip Air Ticketing (UK) Limited Address, 30 Raffles Place, #29-01, Singapore 048622 e. <b><u>UK customer service team helpline:</u></b> 0808 196 9996

## **BRIEF DETAILS OF CLAIM**

**To:** Trip.com Customer Success Team

**From:** Simon Paul Cordell

**Date:** 25<sup>th</sup> of April 2025

**Booking Number:** 1653702646294295

**Subject:** Formal Pre-Action Notice – **“Failure to Honor Compensation Policies & Disclosure Request!”**

Dear Trip.com, Legal Department,

This letter serves as **“Formal Notice”** under the **“Pre-Action Protocol For Civil Claims In England And Wales.”**

### **1. COMPLIANCE WITH PRE-ACTION CONDUCT UNDER CIVIL PROCEDURE RULES**

Given that Trip.com has **“Already Accepted Liability,”** I formally request the following:

- a. **Settlement Confirmation:** Full payment of outstanding compensation within **“14 days”** of receipt.
- b. **Alternative Dispute Resolution Consideration:** If full settlement is not confirmed, Trip.com must engage in **“Mediation, Arbitration, Or Negotiation”** within **“28 days”** before court proceedings commence.
- c. **Formal Disclosure of Relevant Insurance Policies:** Under **“CPR 31.12,”** Trip.com must provide all relevant policy documents within **“14 days,”** ensuring transparency before litigation.

Failure to comply will result in **“Immediate Legal Escalation,”** including a claim for **“Costs And Statutory Interest”** upon court filing.

### **2. UNRESOLVED COMPENSATION OBLIGATIONS**

Despite **“Trip.com’s admission Of Liability,”** you have refused to honor the **“Full Compensation”** owed, in direct contradiction to your **“Customer Service Guarantee”** and **“Advance Compensation Policy.”**

Additionally, Trip.com has **“Failed To Acknowledge My Formal Legal Request”** for disclosure of **“Relevant Insurance Policies,”** which are critically necessary for case analysis.

Under **“CPR 31.12,”** I formally demand **“Specific Disclosure”** of all relevant policies to ensure a fair legal process.

- **This includes:**

- a. **Stress Fees:** included in the 29. 29th-Sent
- b. **Additional Client Expenses:** included in the 29. 29th-Sent
- c. **Legal Fees:** As a **“Litigant In Person,”** I have undertaken **“Significant Legal And Analytical Efforts”** to seek resolution. This case aligns with **“Rule 46.5 of the Civil Procedure Rules (CPR),”** which entitles litigants to recover **“Reasonable Costs”** for their work. Given Trip.com’s repeated failure to process fair compensation, I am now prepared to escalate legal proceedings.

### **3. FORMAL COMPENSATION REQUEST**

- We hereby formally request full compensation for all losses and damages incurred as a direct result of Trip.com's failure to uphold its Customer Service Guarantee and Advance Compensation Policy. This includes, but is not limited to:

Category	Reason for Compensation	Requested Amount	Exhibit Reference
<b>Trip.com Invoice of Purchases</b>	Misleading charges leading to additional financial burden. <b>d.</b> Seats Not Being Next To Each Other As Booked. <b>e.</b> Loss of Baggage Fees <b>f.</b> Loss of Flight.	<b>£216.90</b>	<b>A, F, G</b>
<b>Taxi Costs</b>	Loss of taxi bookings due to disruptions, to London Gatwick	<b>£51.50:</b>	<b>B</b>
<b>Omio Train Tickets</b>	Disrupted travel resulting in additional ticket costs. To connect from London Bridge to Gatwick	<b>£53.40</b>	<b>C</b>
<b>EasyJet Baggage Charge</b>	Reimbursed baggage fees accepted in liability.	<b>£40.00</b>	<b>D</b>
<b>Additionally Transportation</b>	<b>Forwarded to Luton Airport</b> Unplanned travel expenses caused directly by the misinformation in the booking process. Train Tickets X2 (£23.00 + £23.00)	<b>£46.00</b>	<b>H</b>
<b>Food &amp; Drink Expenses</b>	<b>Forwarded to Luton Airport</b> Extra expenses incurred during delays and disruptions.	<b>£23.00</b>	<b>I</b>
<b>Hotel Costs</b>	Our original Booked Holiday accommodation was affected due to booking disruptions.	<b>£120.32</b>	<b>L</b>
<b>Antalya Airport Baggage Charge</b>	Additional forced payment due to misinformation.	<b>£69.63</b>	<b>J</b>

Category	Reason for Compensation	Requested Amount	Exhibit Reference
<b>Total Client Expenses</b>	<b>Subtotal (Without Legal Fees):</b> £216.90 + £51.50 + £53.40 + £40.00 + £46.00 + £23.00 + £69.63 + £120.32 = <b>£621.75.</b>		
<b>Legal Fees &amp; Expenses</b>	This is incurred while pursuing this claim and proving financial harm.	<b>Solicitors Legal Fees:</b> £12,327.50 <b>Solicitors'</b>	<b>N</b>

	<p><b>Dates:</b> From <u>12th January 2025</u> to <u>12th March 2025</u>.</p> <p>I have continued to send correspondence since but have not added the additional fees.</p>	<p><b>Expenses:</b> £197.94</p> <p>The total sum of  <b>£12,327.50 +  £197.94 is.  £12,525.44</b></p>	
Analysis Fees	<p>Structured investigation required to verify the claim and provide concrete evidence. If further evidence to prove these claims is requested, it will be provided.</p> <p><b>Dates:</b> From <u>12th January 2025</u> to <u>12th March 2025</u>.</p>	£8,500.00	M
Client Stress fees	<p><b>Dates:</b>  Starting from <u>12th January 2025</u> at a £50.00 Rate! Total £ : Exhibit: M, till the <u>21/04/2025</u>.  The duration from <u>12th January 2025</u> to <u>21st April 2025</u> is <u>100 days</u>.  At a £50.00  Days × £50.00 per day = <b>£5,000.00</b></p>	£5,000.00	
Pre-Approved Holiday Compensation	<p>Your policies confirm compensation for verified disruptions.</p> <p>I request clarity on how my case qualifies.</p>	Pending confirmation	O
Grand Total as of the 21/04/2025	The total sum of <b>£621.75f5 + £12,525.44 + £8,500.00 + £5,000.00</b> is <b>£26,647.19</b> .		

#### 4. BREACH OF TRIP.COM'S OWN COMPENSATION GUARANTEES

- Your "Customer Service Guarantee" explicitly states:
  - ✓ Verified claims "Must Be Processed Within One Working Day After Checkout."
  - ✓ "Advance Compensation Policy" confirms reimbursement when Trip.com is found at fault.
- Given that "Trip.Com Has Acknowledged Fault," refusal to process the full reimbursement "Constitutes A Breach Of These Commitments."

#### 5. FINAL DEADLINE BEFORE COURT ACTION

- If full settlement is "Not Confirmed Within 14 Days," I will escalate the matter via an "N1 Claim Form."
  - a. This Will Include Filing This Claim In The Civil Court," seeking:
    - ✓ Compensation under "CPR 46.5"

- ✓ Court fees and additional legal costs
- ✓ Enforcement of insurance policy disclosure under **“CPR 31.12”**

- Additionally, I have attached a **“Chronological Record Of All Correspondence”** related to this claim for reference: [All-Emails-TripCom-and-Co.](#)
- This represents **“Trip.com’s Final Opportunity”** to resolve this matter **“Amicably”** before formal litigation. Kindly provide **written confirmation** of compensation and the requested policy documents **“Within 14 Days.”**

Best regards, **Simon Paul Cordell**

**VALUE**

- 1. Value (Excluding Legal Fees Incurred After 21st April 2025):** The total sum of the amounts claimed as of **21st April 2025** is as follows:
  - £621.75:** Compensation for inconvenience and minor expenses caused by the defendant's actions.
  - £12,525.44:** Reimbursement for consequential losses, such as missed flights and additional accommodation costs.
  - £8,500.00:** Compensation for emotional distress, disruption, and ongoing inconvenience.
  - £5,000.00:** Legal costs associated with filing and pursuing the claim as a litigant in person.
- 2. Grand Total: £26,647.19**
  - This calculation reflects the claim up towards the **“21st April 2025”** and does not include any legal fees or additional expenses incurred beyond this date.

<b>Defendant’s name and address for service including postcode.</b>	a. <b><u>Name:</u></b> Trip.com Customer Success Team.	a. <b><u>Postal Address 1:</u></b> 9F, Building A, Minhang District, Shanghai, China, 201107.	<b><u>UK customer service team helpline:</u></b> 0808 196 9996	<b>Amount claimed</b>	
	b. <b><u>Name:</u></b> Trip.com Headquarters, Global Customer Support Division.	b. <b><u>Postal Address 2:</u></b> Trip Air Ticketing (UK) Limited Address, 30 Raffles Place, #29-01, Singapore 048622		<b><u>Total amount</u></b>	<b>£26,647.19</b>

**N1 Claim Form**

- Attached
- To Follow



## N1 Claim Form

You may be able to issue your claim

For court use only

Claim no.	
Issue date	

In the

Fee Account no.

Help with Fees -  
Ref no.

(if applicable)

H	W	F	-			-		
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online which may save time and money. Go to [www.moneyclaim.gov.uk](http://www.moneyclaim.gov.uk) to find out more.

### Claimant(s) name(s) and address(es) including postcode.

#### Claimant Name and Address:

- c. **Name:** Simon Paul Cordell
- d. **Address 1:** 109 Burncroft Avenue  
Enfield, London
- e. **Post Code:** EN3 7JQ.

### Defendant(s) name and address(es) including postcode.

#### Defendant Name and Name:

- f. **Name:** Trip.com Customer Success Team.
- g. **Name:** Trip.com Headquarters, Global Customer Support Division.
- h. **Postal Address 1:** 9F, Building A, Minhang District, Shanghai, China, 201107.
- i. **Postal Address 2:** Trip Air Ticketing (UK) Limited Address, 30 Raffles Place, #29-01, Singapore 048622
- j. **UK customer service team helpline:** 0808 196 9996

### Brief details of claim

#### Brief Details of Claim:

- This claim arises from Trip.com's failure to honor its "**Customer Service Guarantee and Advance Compensation Policy**," despite accepting liability for additional baggage fees incurred by the claimant at Gatwick Airport (£40) and Antalya Airport (£69.63). While Trip.com attempted partial reimbursement, it has refused to compensate for consequential financial losses and disruptions caused by its actions.
- The claim also includes litigation fees, stress damages, and out-of-pocket expenses directly resulting from Trip.com's negligence and mishandling of the matter. These costs cover time spent on case preparation, correspondence, and legal consultations required to navigate the claim.
- Furthermore, Trip.com's prolonged delays and failure to resolve the issue have caused significant emotional distress and disruption to the claimant's daily life, for which compensation is sought.
- Additionally, Trip.com has failed to comply with formal disclosure requests under "**CPR 31.12**," withholding essential documents critical to the claimant's case preparation. These failures have further intensified the financial and emotional impact on the claimant.
- A detailed chronological summary of correspondence and supporting evidence is attached to this "**N1**

Claim Form” for reference.

**Value**

**1. Grand Total as of the 21/04/2025:**

- The total sum of **£621.75 + £12,525.44 + £8,500.00 + £5,000.00** is **£26,647.19**.

**2. New Grand Total:**

- **Final Invoice Summary:**

<u>Category</u>	<u>Amount (£)</u>
<b>Legal Fees</b> (620.12 hours @ £24.70/hour)	<b>£20,194.32</b>
<b>Solicitors' Expenses</b>	<b>£990.24</b>
<b>Analysis Fees</b>	<b>£8,500.00</b>
<b>Client Stress Fees</b> (100 days @ £50/day) till the <b>21/04/2025</b> .	<b>£5,000.00</b>
<b>Price Guarantee</b> " <i>Pre-Approved Holiday Compensation</i> "	
<b>Other Compensation (Flights, Taxi, Baggage, Food, Hotel, E.g.)</b>	
<b>Exhibit Reference: A, F, G.</b> " <i>Trip.com Invoice of Purchases.</i> " <b>£216.90</b>	
<b>Exhibit Reference: B.</b> " <i>Taxi Costs</i> " <b>£51.50</b>	
<b>Exhibit Reference: C.</b> " <i>Omio Train Tickets</i> " <b>£53.40</b>	
<b>Exhibit Reference: D.</b> " <i>EasyJet Baggage Charge</i> " <b>£40.00</b>	<b>£621.75</b>
<b>Exhibit Reference: H.</b> " <i>Additionally Transportation</i> " <b>£46.00</b>	
<b>Exhibit Reference: I.</b> " <i>Food &amp; Drink Expenses</i> " <b>£23.00</b>	
<b>Exhibit Reference: L.</b> " <i>Hotel Costs</i> " <b>£120.32</b>	
<b>Exhibit Reference: J.</b> " <i>Antalya Airport Baggage Charge</i> " <b>£69.63</b>	
<b>Grand Total</b>	<b>£35,306.31</b>

**1. Money Claims (based on claim amount):**

- **Over £10,000: 5% of the claim value**

**2. Solicitor Fees (hourly rates vary by experience and location):**

- a. Senior solicitors (8+ years): **£282 - £566 per hour**

- b. Mid-level solicitors (4+ years): **£242 - £385 per hour**
- c. Junior solicitors/paralegals: **£139 - £205 per hour**

**3. EX160 Form:**

- [https://horrific-corruption-files.webhop.me/PNC66/1.%20PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.%20Trip%20Com%20And%20Airlines-Claim-PartSent/N1-Claim-Form-%20Used/EX160\\_1123.pdf](https://horrific-corruption-files.webhop.me/PNC66/1.%20PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.%20Trip%20Com%20And%20Airlines-Claim-PartSent/N1-Claim-Form-%20Used/EX160_1123.pdf)

Defendant's name and address for service including postcode.	c. <b><u>Name:</u></b> Trip.com Customer Success Team.	k. <b><u>Postal Address 1:</u></b> 9F, Building A, Minhang District, Shanghai, China, 201107.	<b><u>UK customer service team helpline:</u></b> 0808 196 9996
	d. <b><u>Name:</u></b> Trip.com Headquarters, Global Customer Support Division.	l. <b><u>Postal Address 2:</u></b> Trip Air Ticketing (UK) Limited Address, 30 Raffles Place, #29- 01, Singapore 048622	

<b>Amount claimed</b>	£
<b>Court fee</b>	£
<b>Legal representative's costs</b>	£
<b><u>Total amount</u></b>	£

For further details of the courts [www.gov.uk/find-court-tribunal](http://www.gov.uk/find-court-tribunal).  
 When corresponding with the Court, please address forms or letters to the Manager and always quote the claim number.  
**N1 Claim form (CPR Part 7) (06.22)** © Crown Copyright 2022

Claim no.	
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You must indicate your preferred County Court Hearing Centre for hearings here (see notes for guidance)

Do you believe you, or a witness who will give evidence on your behalf, are vulnerable in any way which the court needs to consider?

- Yes. Please explain in what way you or the witness are vulnerable and what steps, support or adjustments you wish the court and the judge to consider.

N/a

No

Does, or will, your claim include any issues under the Human Rights Act 1998?

Yes

No

For further details of the courts [www.gov.uk/find-court-tribunal](http://www.gov.uk/find-court-tribunal).

When corresponding with the Court, please address forms or letters to the Manager and always quote the claim number.

N1 Claim form (CPR Part 7) (06.22)

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#### Particulars of Claim

attached

Claim no.

to follow

#### 1. **Particulars of Claim:**

- a. **Background:** The Claimant, "**Simon Paul Cordell,**" brings this claim against "**Trip.com,**" including its Customer Success Team and Global Headquarters, for failure to honor compensation policies despite admitting liability. The claim arises from misleading information provided at the time of booking, leading to financial and emotional damages.
- b. **Admission of Liability:** Trip.com has acknowledged fault regarding the additional baggage fees incurred at "**Gatwick Airport (£40) And Antalya Airport (£69.63),**" yet has refused full reimbursement for consequential losses caused by its misinformation and failure to process compensation in accordance with its own policies.
- c. **Breach of Consumer Protection and Procedural Rules:** The Defendant has violated multiple contractual and regulatory provisions, including:
  - **Customer Service Guarantee:** Trip.com failed to process verified compensation within the promised timeframe.
  - **Advance Compensation Policy:** Compensation was refused despite the Defendant's clear fault.
  - **Civil Procedure Rules (CPR) 31.12:** The Defendant failed to disclose relevant insurance policies necessary for proper case assessment.
- d. **Financial Losses and Emotional Impact:** Due to Trip.com's negligence, the Claimant suffered substantial financial damages, which are concluded but not limited to:
  - **Legal fees:** "**£12,525.44**" incurred while pursuing rightful compensation.

- **Analysis Fees: “£8,500.00”** required for structured investigation and verification of financial harm.
  - **Client Stress Fees: “£5,000.00”** for prolonged disruption and emotional distress.
  - **Unresolved compensation: “£621.75”** covering flight-related costs, transportation, and additional expenses.
- e. **Failure to Respond Adequately:** The Defendant has been presented with multiple opportunities to settle this dispute amicably, including pre-action correspondence detailing all supporting evidence and policy violations. However, Trip.com has repeatedly failed to:
- Acknowledge the full scope of losses incurred by the Claimant.
  - Process compensation in alignment with its **“Customer Service Guarantee”** and **“Advance Compensation Policy.”**
  - Comply with disclosure obligations under **“CPR 31.12.”**
- f. **Relief Sought:** The Claimant respectfully requests the following relief from the Court:
- Full reimbursement of all losses (**£26,647.19**).
  - Compensation for legal costs.
  - Compliance with **“CPR 31.12,”** ensuring disclosure of relevant insurance policies.
  - Statutory interest as applicable.
- The Claimant seeks a formal resolution through the Civil Court unless full compensation is processed within **“14 days”** from the date of this filing.

**2. Chronological List of Emails and Telephone Calls, being Claimed for:**

- a. **01. 01st-Sent Date: Monday 24 February 2025 at 10:04 GMT: Email Sent:** Subject: Ongoing Draft of Complaint - Update From: Rewired To: service@trip.com; customer.service@easyjet.com; customer.service@sunexpress.com
- b. **02. 02nd-Received 1 of 3 Emails for the second response! Date: Monday 24 February 2025 at 10:05 GMT Email Received:** Automated Response from EasyJet Customer Service.
- c. **02. 02nd-Received 2 of 3 Emails for the second response! Date: Monday 24 February 2025 at 10:04 GMT Email Failed:** Failure Notice when attempting to contact SunExpress Customer Service.
- d. **02. 02nd-Received 3 of 3 Emails for the second response! Date: Monday 24 February 2025 at 10:08:31 GMT Email Received:** Response from Trip.com Customer Service.
- e. **03. 3rd Sent Date: Monday 24 March 2025 at 15:01 GMT Subject:** Follow-Up and Request for Resolute Caseworker Regarding Complaint From: Rewired To: service@trip.com; EasyJet Customer Service; SunExpress Customer Service.
- f. **04. 04th-Sent Date: Friday 28 March 2025 at 11:59 GMT Subject:** Follow-up on Previous Correspondence From: Rewired To: service@trip.com.
- g. **05. 05th-Received Date: Wednesday 2 April 2025 at 13:46 BST Email Received:**

Advertisement from Trip.com.

- h. **06. 06th-Made By Me, Making A Call:** MP3, I made a telephone call and
- i. **07. 07th-Received Date: Wednesday 2 April 2025 at 16:48 BST Email Received:** Request to Upload Proof for Order from Trip.com.
- j. **08. 08th-Made MP3 09th April 2025 Time: 23:44 BST Telephone Call Made:** Call to Trip.com Customer Support.
- k. **09. 09th-Received Date: Thursday 10 April 2025 at 00:19 BST Email Received:** Feedback Request from Trip.com regarding Booking No. 1653702646294295.
- l. **10. 10th-Sent Date: Thursday 10 April 2025 at 21:07 BST Email Sent:** Response to Baggage Issue Inquiry – Booking No. 1653702646294295 From: Rewired To: [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com).
- m. **11. 11th-Received-Sent Date: Thursday 10 April 2025 at 23:17 BST Email Sent:** Updated Claim Letter – Correct Version Attached From: Rewired To: [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com).
- n. **12. 12th-Received Date: Friday 11 April 2025 at 01:14 BST Email Received:** Follow-Up from Trip.com regarding Baggage Issue.
- o. **13. 13th-Received Date: Friday 11 April 2025 at 01:18 BST:** This email from Trip.com acknowledges a complaint about a baggage issue on flights between London and Antalya. They are apologizing for the inconvenience and requesting proof of the extra baggage fees paid, **“£40.00 at Gatwick (Exhibit D) and £69.63 at Antalya (Exhibit J),”** to investigate the case further. However, they have overlooked the receipts that were already attached to the original claim letter, causing unnecessary delays. Their failure to carefully review the submission suggests a lack of thoroughness in handling the case. Essentially, they are requesting documentation that has already been provided, making it necessary to reassert that the claim was submitted correctly along with the necessary evidence.
- p. **14. 14th-Received Date: Saturday 12 April 2025 at 01:49 BST Email Received:** Final Follow-Up from Trip.com, mentioning case closure if no response is received.
- q. **15. 15th-Sent Date: Monday 14 April 2025 at 09:52 BST Email Sent:** Follow-Up on Claim Submission with Attachments Provided From: Rewired To: [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com).
- r. **16th-Received Monday, 14 April 2025 at 11:50 BST:** Trip.com followed up, acknowledging receipt of attachments related to this claim and confirming that the documents would be reviewed to progress the case further.
- s. **17th-Received Tuesday, 15 April 2025 at 08:44 BST:** I received a reminder from Trip.com requesting clarification and additional proof regarding this submitted claim.

This email stressed the need for a timely response.

- t. **18th-Sent Wednesday, 16 April 2025 at 12:33 BST Email Sent: Subject:** Supplementary Documents for Case Review From: re\_wired@ymail.com To: en\_flightservice@trip.com Details: Submission of additional supporting documents, including updated receipts.
- u. **19th-Received Wednesday, 16 April 2025 at 19:34 BST Email Received: Subject:** Confirmation of Receipt of Additional Documents From: en\_flightservice@trip.com To: re\_wired@ymail.com Details: Confirmation that the supplementary documents have been received, and review is ongoing.
- v. **20th-Received Thursday, 17 April 2025 at 13:54 BST:** Trip.com responded with a clarification email, highlighting specific areas that needed further details or corrections to ensure full review of this case.
- w. **21st-Received Friday, 18 April 2025 at 18:46 BST Email Received:** Case escalation notice from a senior team member at Trip.com who was assigned to oversee the resolution of the case, indicating progression in the review process.
- x. **22nd-Received Friday, 18 April 2025 at 18:52 BST:** I received a **“Telephone Call From Trip.Com,”** during which the senior case manager discussed additional confirmation of myself for certain expenses, still.
- y. **23rd-Received Friday, 18 April 2025 at 18:52 BST:** Another follow-up email from Trip.com reiterated the information shared during the phone call, stating that they do not accept liability. Once I spoke with a member of staff, it became evident that the claims and accusations were being manipulated and that the information provided was being misleading, diverting attention away from the true nature of the claims.
- z. **24th-Received Friday, 18 April 2025 at 23:58 BST:** Trip.com confirmed receipt of the information I provided them, both via email and over the phone. I was unhappy with how the case was being manipulated during the phone call and requested an email confirming our conversation. However, the email sent to me does not reflect the details I explained nor address my request for a copy of the telephone call recording. Instead, it manipulates the facts in my claim letter to avoid liability. While thanking me for my cooperation and promising a decision soon, the email disregards the key points I raised and highlights Trip.com's attempt to shift responsibility unfairly.
- aa. **25th-Received Saturday, 19 April 2025 at 19:45 BST:** While drafting my response, which I posted on my disclosed website, I received an email from Trip.com's Customer Success Team. The email clarified their stance regarding liability for reimbursement of the claim but still failed to address the original payment for the lost baggage and the additional costs incurred.
- bb. **26th-Received Sunday, 20 April 2025 at 17:01 BST:** I received an email informing me that a member of Trip.com staff had attempted to call me regarding the partial payment

they agreed to provide. At that time, I was still preparing a detailed response to Trip.com, highlighting their price guarantee and formally requesting reimbursement for my additional losses.

- cc. **27th-Received Sunday, 20 April 2025 at 17:07 BST:** I received another Follow-up email in regard to the missed telephone call.
- dd. **28th-Received Sunday, 20 April 2025 at 23:03 BST:** Trip.com asked me by way of email to provide Feedback on my experience to which I am still responding.
- ee. **29th-Sent Monday, 21 April 2025 at 18:01 BST:** I submitted a comprehensive response to Trip.com's requests, addressing all points of clarification and providing additional evidence as required. In my response, I also emphasised the importance of Trip.com's compliance with their own policies, including the **"Customer Service Guarantee And Advance Compensation Policy."**
- ff. **30th-Received Tuesday, 22 April 2025 at 00:11 BST:** Trip.com acknowledged receipt of my response regarding baggage fees and their "Customer Service Guarantee and Advance Compensation Policy," but they refused to comply. Trip.com informed me that only the baggage fees paid at the airports (£40 at London Gatwick and £69.63 at Antalya) are refundable—not what was paid through their website—and that they will not refund my cost to Luton airport. They did not take any responsibility for the stress I faced, nor for the legal effort it took to get them to accept liability for the cause of the claim problems. Trip.com staff also asked me to confirm whether I would accept this as the only plausible refund offer.
- gg. **31st-Received Wednesday, 23 April 2025 at 00:53 BST:** Trip.com sent an email regarding my compensation claim. While acknowledging liability for the situation, the email failed to offer reimbursement for the complete losses I have incurred. Instead, it requested that I accept their current offer as it stands. Additionally, the email indicated that they are awaiting a reply from me to confirm my acceptance before proceeding further. In response, I have been diligently drafting my **"Next Email,"** including the **"Pre-Action Conduct Letter"** and **"N1 Claim Form,"** to address the need for **"Recalculating The Complete Settlement"** and ensuring that all consequential losses are fully accounted for, if the **"Pre-Action Conduct Letter"** is not adhered towards.
- hh. **32nd-Received Wednesday, 23 April 2025 at 00:59 BST:** I received a duplicate breakdown of the partially approved reimbursement, including amounts to be compensated.
- ii. **33rd-Received Wednesday, 23 April 2025 at 23:25 BST:** While I was drafting notes to be agreed upon for the reimbursement of compensation, pending Trip.com's compliance with their own terms and legal obligations for a fair resolution of the claim, Trip.com requested feedback from me again.

For further details of the courts [www.gov.uk/find-court-tribunal](http://www.gov.uk/find-court-tribunal).

When corresponding with the Court, please address forms or letters to the Manager and always quote the claim number.

**N1** Claim form (CPR Part 7) (06.22)

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### Statement of truth

I understand that proceedings for contempt of court may be brought against a person who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

**The facts** stated in this claim form and any attached sheets are true.

**The claimant** believes that the facts stated in this claim form and any attached sheets are true. **I am authorised** by the claimant to sign this statement.

**Note:** you are reminded that a copy of this claim form must be served on all other parties.

### Signature

- Claimant
- Litigation friend (where claimant is a child or protected party)
- Claimant's legal representative (as defined by CPR 2.3(1))

### Date

Day	Month	Year
07	May	2025

Full name

Mr. Simon Paul Cordell

Name of claimant's legal representative's firm

Mr. Simon Paul Cordell

If signing on behalf of firm or company give position or office held

Litigant

For further details of the courts [www.gov.uk/find-court-tribunal](http://www.gov.uk/find-court-tribunal).

When corresponding with the Court, please address forms or letters to the Manager and always quote the claim number.

**N1** Claim form (CPR Part 7) (06.22)

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Claimant's or claimant's legal representative's address to which documents should be sent.

Building and street

109 Burncroft Avenue, London, Enfield, EN3 7JQ.

Second line of address

N/a

Town or city

London, Enfield

County (optional)

United Kingdom

Postcode

E	N	3		7	J	Q
---	---	---	--	---	---	---

If applicable Phone number

DX number

Your Ref.

Email

Find out how HM Courts and Tribunals Service uses personal information you give them when you fill in a form: <https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service/about/personal-information-charter>

For further details of the courts [www.gov.uk/find-court-tribunal](http://www.gov.uk/find-court-tribunal).

When corresponding with the Court, please address forms or letters to the Manager and always quote the claim number.

N1 Claim form (CPR Part 7) (06.22)

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**1. Summary of Misleading Information:**

- The claimant booked a flight through Trip.com's platform, which presented "**Unclear And Inconsistent Baggage Allowance Details.**"
- Based on the information provided during booking, the claimant reasonably believed "**Carry-On Baggage Was Included**" in the booking.
- Upon arriving at Gatwick Airport, EasyJet staff informed the claimant that "**No Baggage, Neither Carry-On Nor Checked, Was Included**" in the booking, despite the claimant's understanding.
- "**Trip.com's Response Indicated**" that carry-on baggage had been successfully added to the booking, yet this "**Was Not Reflected In The Claimant's Itinerary**" or acknowledged by EasyJet staff at the airport.
- This "**Discrepancy Directly Impacted The Claimant's Ability To Board Smoothly.**" leading to disputes, delays, and financial losses at both Gatwick and Antalya airports.

**2. Contradictory Information from Airline Staff at the Airport:**

- Upon arrival at the airport, the "**First EasyJet Area We Encountered Was The Bag Drop Check-In Area.**" where EasyJet ground operations staff were present. Given our unfamiliarity with the terminal layout, we reasonably assumed this was the correct location to check in our baggage. However, after spending time at this area, it became clear that it was "**Solely For Checked Baggage.**" leading to unnecessary confusion.

**3. Contradictions Between Trip.com's Itinerary and EasyJet's Policies:**

**1. Initial Interaction with EasyJet Staff:**

- A staff member reviewed my "**Trip.Com Itinerary On My Mobile Device**" and informed me that "**Neither Checked Nor Carry-On Baggage**" was included in my booking.

- This was **“Contrary To My Understanding”** that I had **“Already Paid For A Carry-On Allowance Through Trip.Com.”**
- To confirm, the staff member checked whether my suitcase fit into the designated sizing frame and instructed us to **‘Quickly Head Upstairs!’** to finalise the baggage process.

## 2. **Further Discrepancies Upstairs:**

- Once upstairs, another **“EasyJet staff member claimed my bag was too large,”** without even checking it with a **“Baggage Sizer”** or **“Luggage Size Checker”** and this required additional payment and despite the fact that **“The Bag Had Already Been Checked Downstairs And Confirmed To Fit Within The Allowed Dimensions.”**
- I explained the prior verification and pointed out that **“My Paid-For Baggage Was Not Showing On My Itinerary, and I Had Paid For It,”** but the staff insisted that I had to pay again.

## 3. **Forced Additional Payment & Flight Cancellation:**

- The lack of clarity between **“Trip.com’s booking details and EasyJet’s enforcement of baggage policies”** resulted in my **“Baggage Wrongly Being Refused.”**
- Ultimately, I was forced to **“Return Downstairs And Pay For Checked Baggage,”** despite I had paid for additional carryon luggage to Trip.com.
- Even after making this payment, **“The Flight Was Still Missed And Through No Fault Of Our Own”** due to time lost resolving the baggage dispute.

## 4. **Request for Claim Review:**

- The **“Failure Of Clear Communication And The Provision Of Misleading Information”** on Trip.com’s platform directly contributed to the issues faced by the claimant. A formal review of the claim is requested, considering the following points:
  - 1) **Confusion Caused by Trip.com’s Inconsistent Baggage Policy Presentation:** The platform's unclear and contradictory information led the claimant to reasonably believe that a carry-on baggage allowance was included in the booking, which was later disputed by EasyJet staff.
  - 2) **Contradictory Statements from EasyJet Staff:** Misaligned instructions from EasyJet staff at Gatwick Airport resulted in unnecessary financial costs, logistical delays, and emotional distress.
  - 3) **Systematic Misalignment Between Trip.com’s Itinerary Details and EasyJet’s Baggage Enforcement:** The discrepancies between Trip.com’s booking confirmation and EasyJet’s policies demonstrate a **“Clear Failure Of Transparency,”** directly impacting the claimant's ability to complete their journey without undue inconvenience and financial loss.
- Despite Trip.com's **“Admission Of Liability For Specific Baggage Fees,”** they have refused to reimburse the additional costs incurred as a direct consequence of their failures. This includes stress-related litigant fees and further consequential expenses. The claimant asserts that this refusal has now become the **“Central Issue Of The Claim,”** highlighting the following:
  - 1) **Litigant Fees and Expenses:** As a result of Trip.com's negligence, the claimant has incurred significant legal costs while pursuing a resolution.
  - 2) **Additional Financial Losses:** Expenses related to missed flights, rebooking, accommodation, and transportation remain unresolved.
  - 3) **Emotional Distress:** The prolonged handling of this case and lack of a satisfactory outcome has

caused ongoing emotional and logistical strain.

- Trip.com's failure to provide comprehensive compensation constitutes a violation of fair practice obligations. The claimant urges the court to recognize this as the core grievance and requests a fair resolution.

#### **4. Incorrect Assessment of Why My Flight Was Missed:**

- Trip.com's response inaccurately states that the flight was missed due to travel document issues. This assertion is **"Factually Incorrect."** The **"Primary Factor"** contributing to the delay was the baggage dispute, which stemmed from misleading and inconsistent guidance provided by Trip.com's booking system. This dispute forced the claimant to navigate **"Contradictory Instructions From Airport Staff,"** resulting in lost time and the inability to board as scheduled.
- Had Trip.com provided **"Clear And Accurate Baggage Information"** at the time of booking, this incident would have been entirely avoidable. The claim that the airline transferred the claimant to a later flight at no cost does not negate the **"Undue Stress, Inconvenience, And Financial Losses"** incurred due to the misleading information on Trip.com's platform.
- Trip.com's explanation also misunderstands the claimant's experience using the platform. The quoted statement, **"When Booking A Flight, Please Be Aware That You Have The Option To Review The Baggage Allowance Included With Your Ticket,"** fails to account for the lack of clarity in the information provided during booking. This statement implies transparency, yet the claimant's experience demonstrates otherwise.
  - a. Clarification of Booking Process:**
    - 1) During the multiple stages of the booking process, passengers are presented with options to add baggage. The claimant opted to finalise his baggage selection at the last stage to ensure the best understanding of flight options and suitability.
    - 2) After payment for additional baggage along with the flight booking, Trip.com sent a confirmation email allowing access to the claimant's booking account page. It was only through careful review on this page and at a date too late to prevent the errors occurred that the **"Separation Between Paid for and Free Baggage Sections"** became apparent, an issue that could not clearly be conveyed earlier.
  - b. Impact of Misleading Information:**
    - 1) The lack of transparency and inconsistent details provided by Trip.com led to confusion at the airport, disputes with airline staff, and forced additional payments for checked baggage.
    - 2) The claimant's ability to board as planned was directly hindered, and subsequent costs and emotional distress followed as a result.
- The separation between paid and free sections related to baggage is Exhibited in the attached screenshot.

All Bookings > Flight Bookings > Booking Details

### Ticket(s) Issued

Please arrive at the airport at least 3 hours before departure to ensure you have sufficient time to check in  
Booking No: 1653702646294295 PNR: 5505

Airline booking reference (PRR): **KMB0NZ, X3R4G7** [View >](#)

[Cancel Booking](#) [Change Booking](#) [Get Itinerary](#) [Get E-receipt](#)

Stay informed and never miss a flight. Download our mobile app for instant updates.

[Flight Updates] 1 flight has changed [View](#)

[Important Check-in Info] For Sunexpress flights, we recommend checking in online with the airline's website to avoid extra fees at the airport. If you've purchased our [Auto Check-in](#), you'll be checked in automatically before departure.

Total Paid **£216.90**

Booking Total **£216.90**

0:34, December 18, 2024  
Payment method: We

Please note that the payment method cannot be changed once the transaction has been completed.

Adults	£75.10 × 2
Ticket fare	£48.90 × 2
Taxes & fees	£26.20 × 2
Carry-on baggage	£40.50 × 1
Seat selection	£30.10 × 2
Promo code	£0.00 × 4
Auto Check-in	£1.50 × 4

How likely are you to recommend booking flights on Trip.com to a friend or colleague?

Not at all likely 😞 0 1 2 3 4 5 6 7 8 9 10 😊

Exhibit A1 Here!

Download Our Cheap Flight Finder Extension!

Let the best prices come to you.

[Add to Chrome](#)

### Flight Details

[Cancellation and Change Policies](#) [Baggage Allowance](#) [Booking Info](#)

All times are in local time

**Depart Wed, Jan 8 London - Antalya**

08:00	LGW London Gatwick S	easyJet U26519
15:20	AYT Antalya Airport T2	Economy class Airbus A320 (Mid-sized)

**Return Sun, Jan 12 Antalya - London**

09:55	AYT Antalya Airport T2	Sunexpress XQ599
11:40	LGW London Gatwick S	Economy class Boeing 737MAX8 (Mid-sized)

[Flight Update] The airline has made changes to your flight. [View Details >](#)

**Flyer Exclusive** Book Hotels in Antalya for Less

- ✓ Up to 25% off | Additional discount of up to £21 [Claim Now >](#)
- ✓ Free Cancellation if your flight is rescheduled

Exhibit A2 Here!

### Your Add-ons

<a href="#">Promo Code</a>	<a href="#">Seat Selection</a>
<a href="#">Auto Check-in</a>	<a href="#">Baggage Allowance</a>

### Passenger Information

<b>1: SIMON</b> (First name) <b>CORDELL</b> (Last name) <a href="#">Request Update</a>	<b>2: [REDACTED]</b> (First name) <b>[REDACTED]</b> (Last name) <a href="#">Request Update</a>
ID type: Passport	ID type: Passport
ID number: [REDACTED]	ID number: [REDACTED]
Nationality: United Kingdom	Nationality: United Kingdom
Gender: Male   Adult	Gender: Female   Adult
Date of birth: [REDACTED]	Date of birth: [REDACTED]

### Contact Information

**SIMON CORDELL**

Phone: [REDACTED]

Email: [se\\*\\*\\*\\*red@gmail.com](mailto:se****red@gmail.com)

### Customer Support

Support in approx. 30s

<a href="#">What is the cancellation policy for my flight?</a>	<a href="#">What is the change policy for my flight?</a>
<a href="#">Can I get an invoice for my booking?</a>	<a href="#">Get help with something else</a>

### Flight booked - now save up to 25% on hotels!

✓ Free Cancellation if your flight is rescheduled | ✓ We Price Match

**Flyer Exclusive** - Up to 25% Off | **New Guest Offer** - Up to £4 Off

**Trip Coins** - Worth 5% of your booking

Antalya | Fri, Apr 18 - Sat, Apr 19 | 1 night | 1 m... [Claim Now](#)

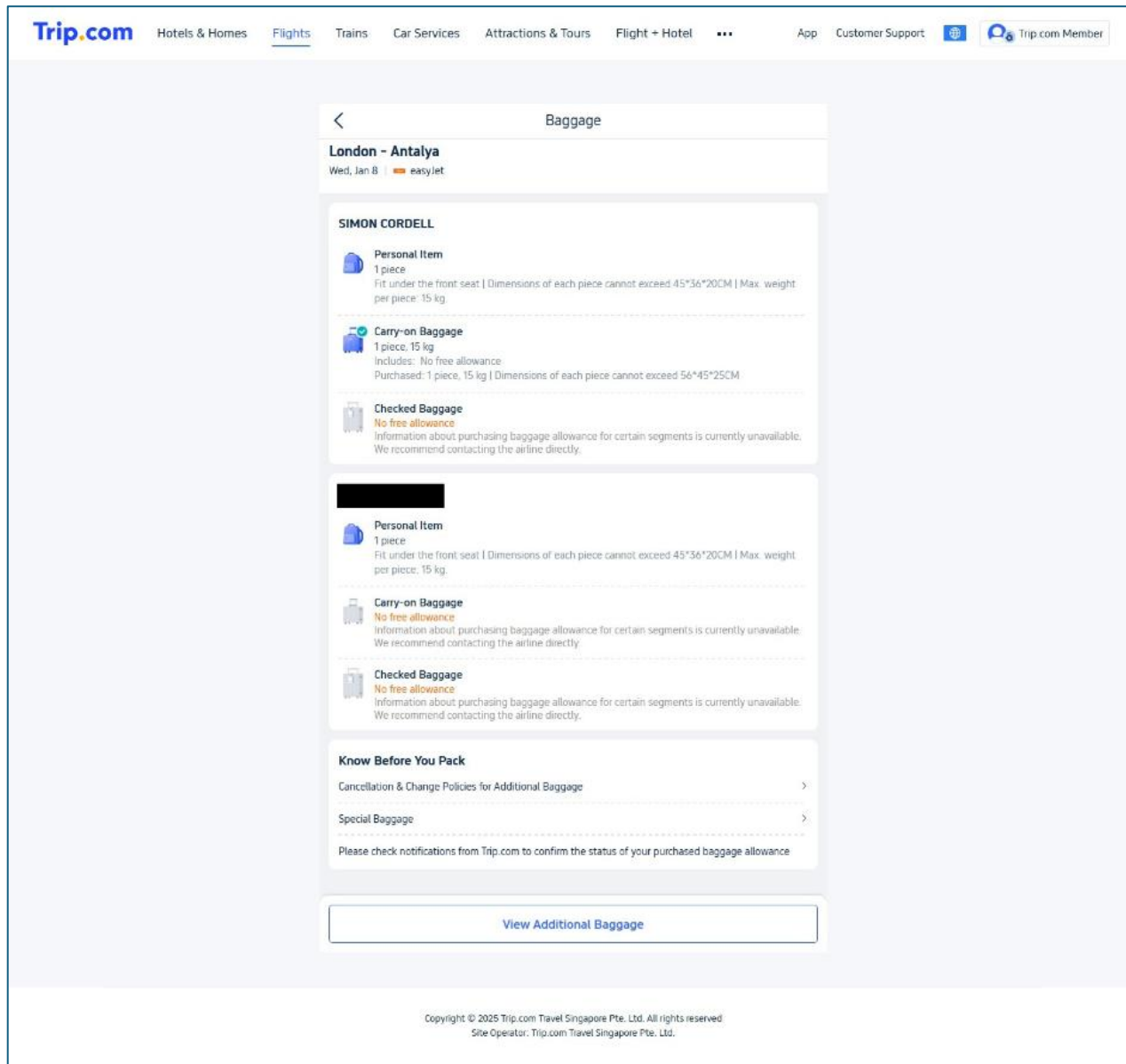
### Featured Properties in Antalya

 Legend Tulip Hotel ★★	 Mera Park Hotel ★★★	 Castle Old Town Hotel
--	--	--

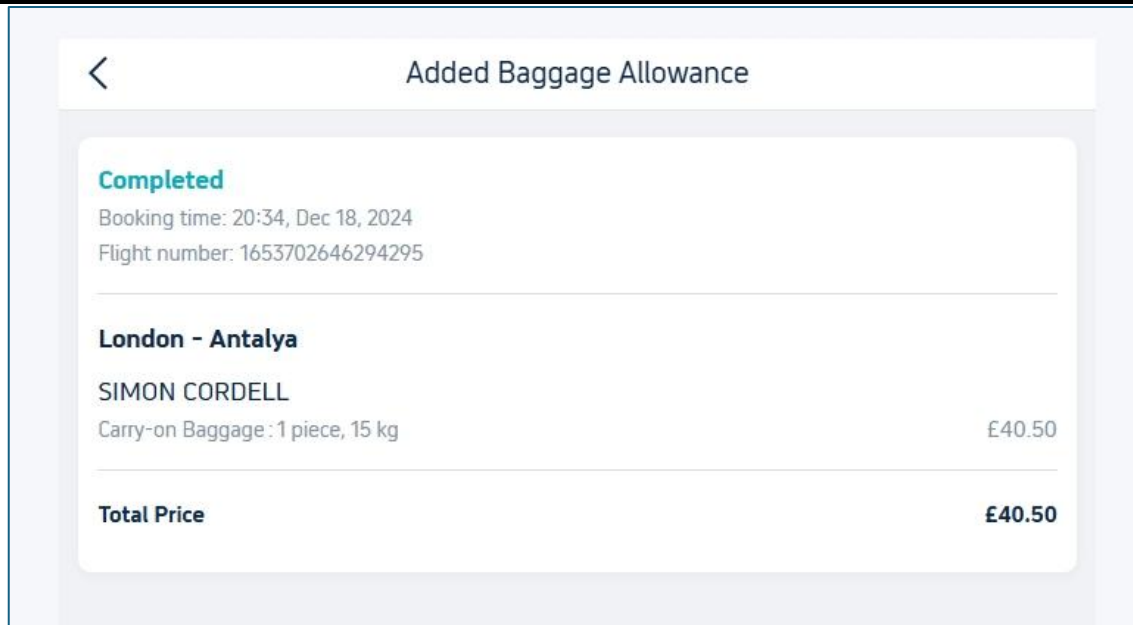
##### 5. **Additional Issues Highlighted: Misleading Communication and Concealment:**

- The confusion was not entirely caused by the booking process itself but arose when I tried to verify that I had ordered everything I needed. I reasonably believed the purpose of the email sent by Trip.com was to provide a **“Final, Sealed Confirmation Invoice That Would Be Easy To Understand.”** However, this was not the case.
- A screenshot dated **“19th April 2025.”** taken from my Trip.com personal account page, demonstrates the misleading nature of the confirmation process. Following a telephone call on the **“22nd of April 2025,”** correspondence with Trip.com staff revealed that they were unable to access my account due to **“Security Restrictions,”** and as a result, could not review my itinerary or booking confirmation page. I informed them that I had already included screenshots of these documents in my claim letter. Their failure to acknowledge these exhibits demonstrates a **“Disregard For My Claim,”** necessitating their resubmission as part of this action.
- In my main claim letter, I detailed that I became aware of sudden changes to the Trip.com and EasyJet websites after disclosing the nature of my claims to all parties held liable. These changes, which began after this disclosure, appear to have been an **“Attempt To Alter or Obscure Critical Information Related to My Case.”** The following note, titled and dated, illustrates the extent of these changes:
  - **“3) Amendments and Feedback:** Thank you for your understanding and cooperation. Also, Trip.com’s website is being updated **“26-02-2025 at 22:28.”** As I reviewed it, I noticed the changes being made! The **“Additional Baggage Allowance”** has changed and more.”
- Trip.com’s customer services, management, and affiliated departments must work in **“Coordination”** to avoid discrepancies and ensure that consumers are not misled by contradictory information. Instead, the inaccurate information initially supplied to customer service and subsequently repeated in response emails regarding my claims, amounts to a **“Systematic Cover-Up.”**
- This cover-up is evidenced by a lack of communication between management and other departments, leading to uninformed responses from customer service. It further appears that Trip.com’s website development and management teams attempted to rectify the issues I raised, not to **“Transparently Resolve Them,”** but rather to limit liability and protect the company. In doing so, they effectively concealed my claims, obstructing my ability to pursue rightful compensation. **“This Concealment Can Constitute to an Illegal Action.”**
- Initially, as shown in the screenshots (**Exhibit A1 and Exhibit A2**), these exhibits were located in **“Separate Sections”** of the website, which **“Divided And Isolated Critical Information.”** However, the most recent website version places both exhibits under the same heading: **“Baggage Allowance.”** This heading did not exist at the time of my booking, and these changes were clearly implemented after the fact.
- **Additionally, in the previous version of the website:**
  - 1) Clicking on **“Exhibit A1”** and **“Exhibit A2”** directed users to **“Separate Pages.”**
  - 2) In the updated version, both links now redirect to a **“Single New Webpage,”** consolidating previously separate content. This new format is cleaner and more user-friendly but was clearly designed to **“Prevent Customers From Encountering The Contradictory Information That Led To My Experience.”**
- **To Illustrate These Changes, I Have Provided The Following:**

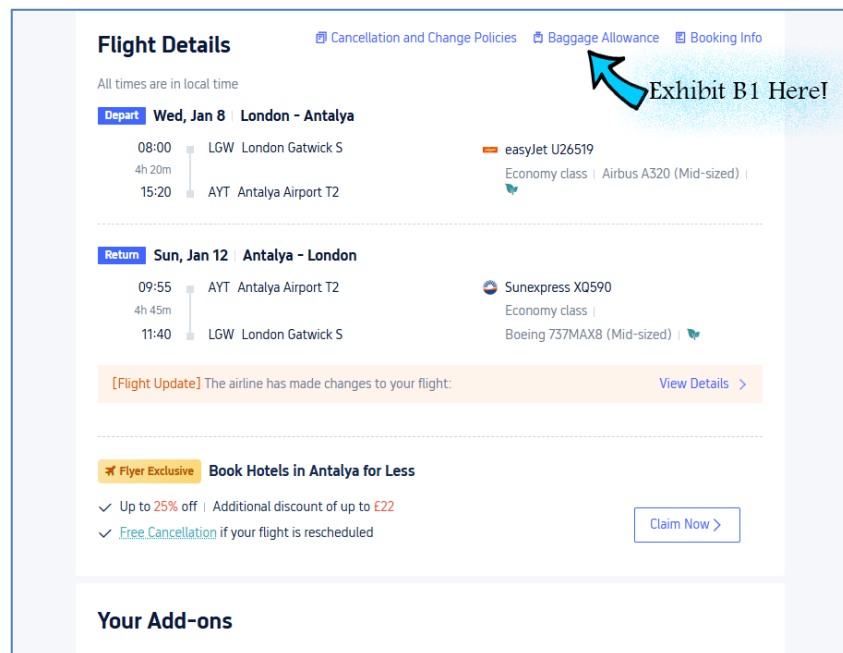
- 1) Screenshots of the **“New Website Layout,”** presented in two parts.
- 2) An additional weblink demonstrating the revised interface.
- 3) **“Comparative Images”** of the original website layout for context.



- When you click on the button titled at the bottom of the webpage that states **“View Additional Baggage,”** the next screenshot is where you get directed to.



- The next screenshot below is taken from the original website layout that I used to book my orders.



## 6. Issues with Trip.com's Website Navigation and Baggage Information:

- Within the Trip.com website, the **“Navigation Menu”** is designed as an index for navigating through large quantities of content. Typically, navigation menus should ensure that titles and associated links provide consistent and transparent information. However, Trip.com’s website **“Failed To Adhere To This Standard Protocol,”** leading to confusion and misinformed decisions by the claimant.
- Specifically, the **‘Top Menu Link For’ “Baggage Allowance”** directed users to a section labeled as **“Free”** baggage allowance. However, further down the webpage, a separate weblink redirected to a different page detailing **“Paid Baggage Options.”** This inconsistency created **“Contradictory**

**Pathways,**” which are not typical of standard website navigation practices designed to ensure user clarity.

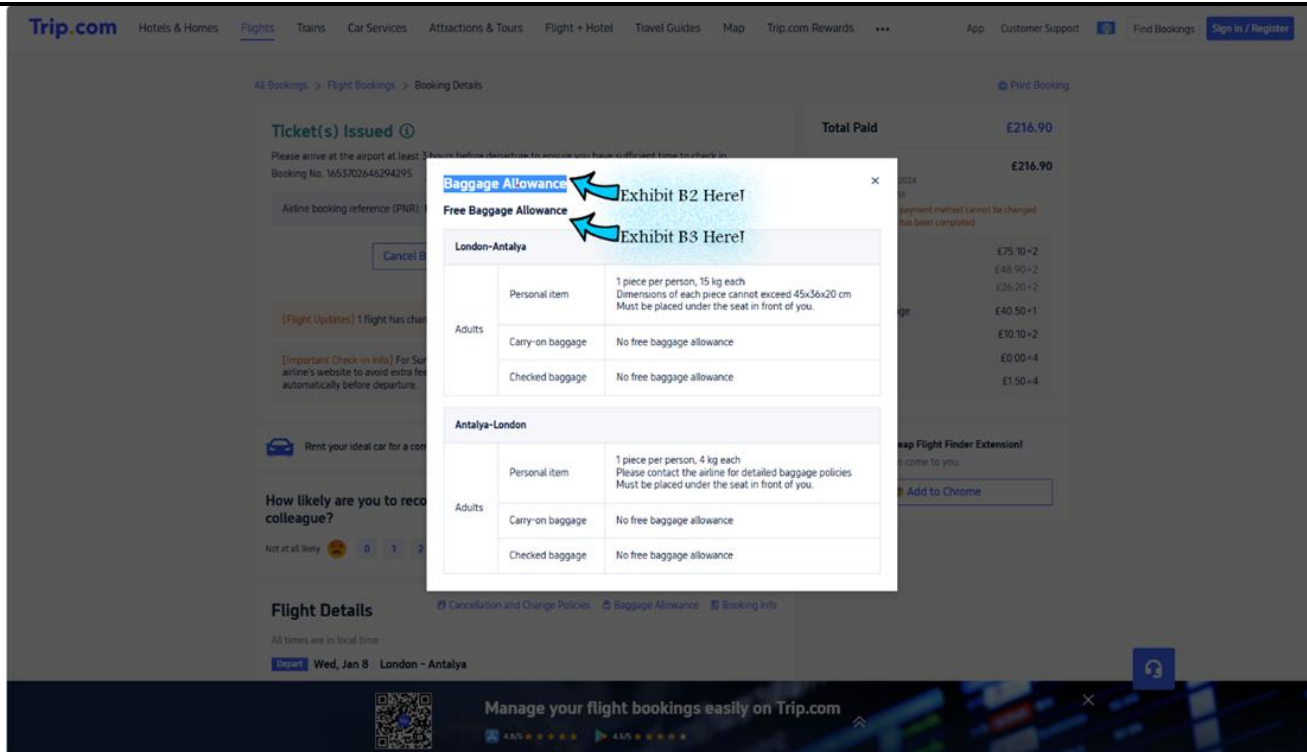
1) Such discrepancies in links can cause consumers to make decisions based on **“Incomplete or Misleading Information,”** as was the case here.

- Across the entirety of Trip.com’s website, there was **“No Direct Explanation or Link”** provided regarding EasyJet’s policy for the **‘15kg Free Carry-On’ ‘Personal Item.’** Instead, the baggage allowance information appeared vague and incomplete. Consumers could easily confuse the free 15kg carry-on allowance offered by EasyJet with Trip.com’s **“15kg Paid Additional Baggage Allowance,”** which lacked clear differentiation.
- As evidenced in **“Exhibit B1,”** the original weblink associated with the **“Baggage Allowance”** title directed users to a specific page. This page, as demonstrated in the exhibit, highlights the misleading design and division of information between **“Free”** and **“Paid”** baggage options.

1) **“Exhibit B1 Screenshot”** further illustrates how the lack of clarity in web navigation contributed to the claimant’s misunderstanding and subsequent financial loss.

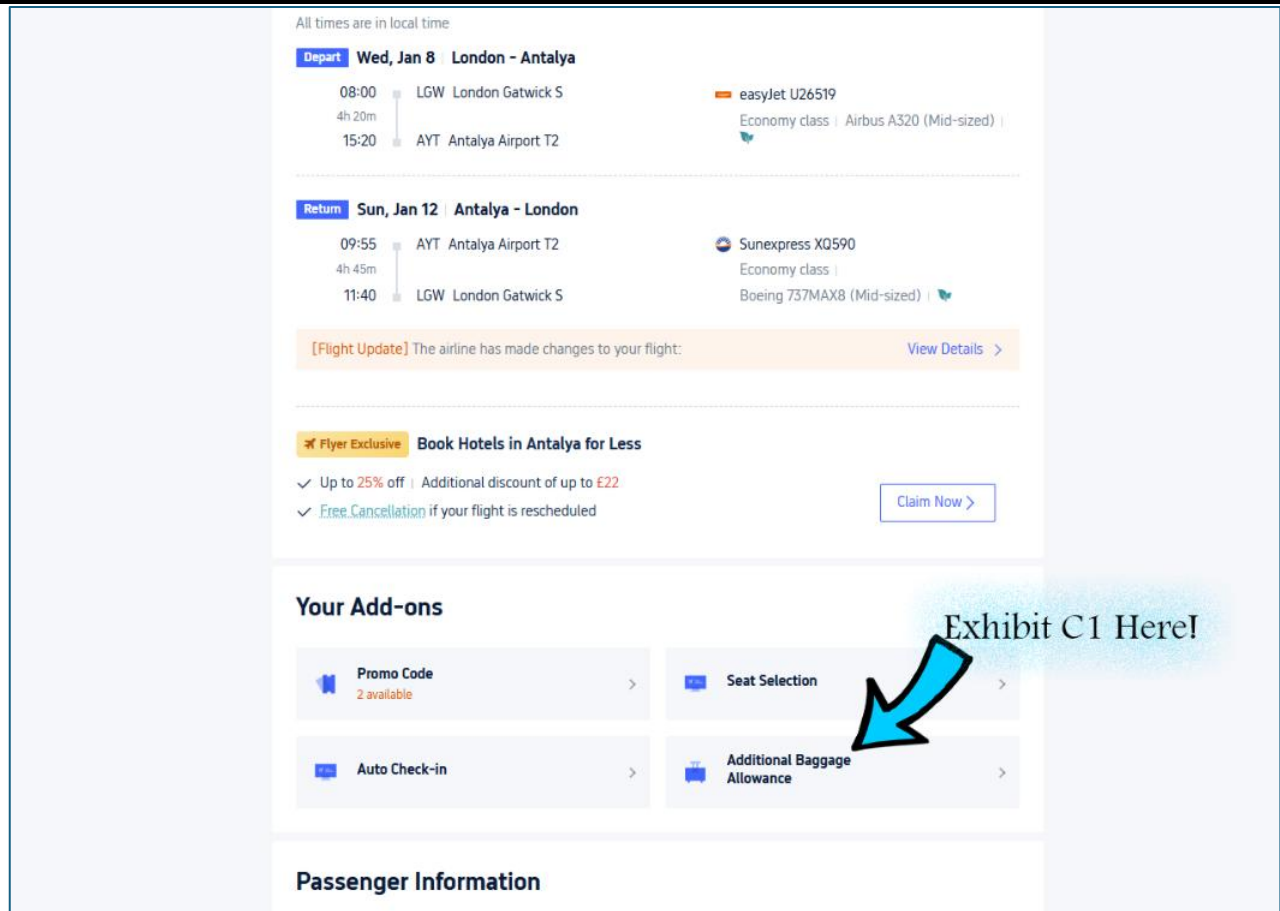
**7. Impact of Misleading Web Navigation:**

- 1) The separation and inconsistent labeling of baggage information links caused confusion for the claimant, resulting in **“Misinformed Decisions”** during the booking process.
  - 2) The **“Failure To Provide Transparent Information”** regarding EasyJet’s free baggage policy at the time of booking forced the claimant into unnecessary additional purchases and logistical challenges.
  - 3) Trip.com’s website design did not follow **“Best Practices For Clarity And Consistency,”** which are industry standards to prevent such consumer challenges.
- The original weblink directed you to the following screenshot below!



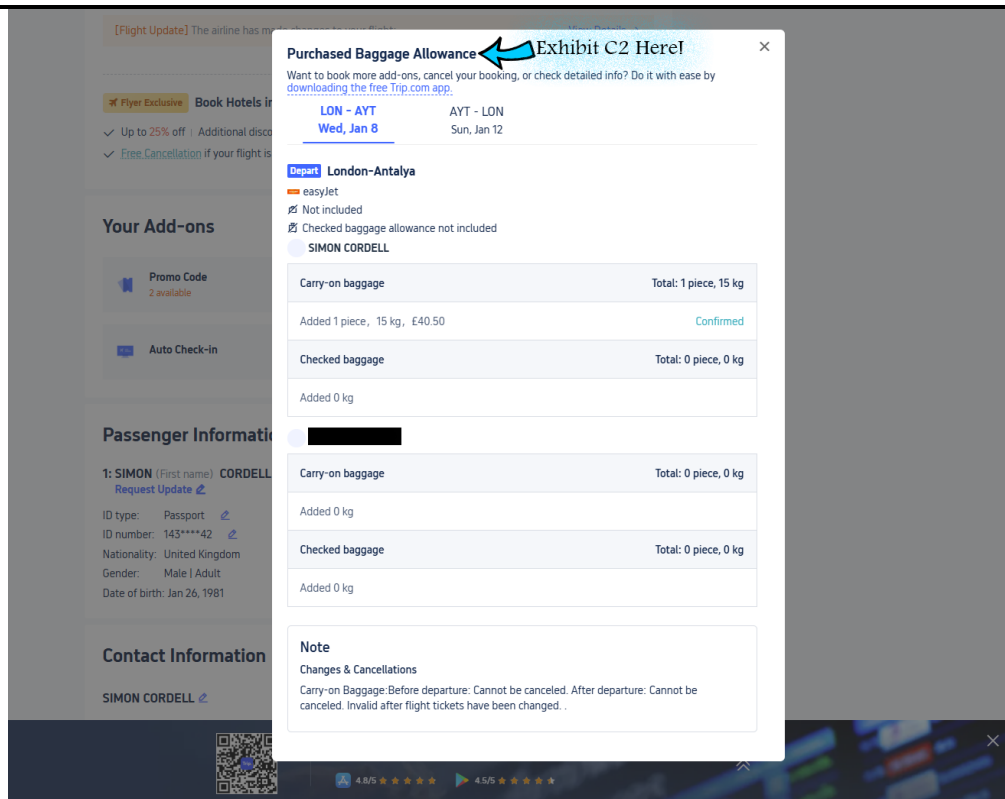
## 8. Website Design Flaws and Consumer Confusion:

- **“Exhibit B2 and Exhibit B3,”** as displayed in the screenshots, appear directly above and below each other on Trip.com's website. This arrangement caused significant confusion due to their unclear and ambiguous presentation.
- Consumers using the Trip.com website were unable to clearly identify the purpose of **“Exhibit B2”** and **“Exhibit B3,”** as neither link provided sufficient explanation:
  - 1) **Exhibit B2:** led consumers to believe it represented **“Paid Baggage Options.”**
  - 2) **Exhibit B3:** appeared to represent **“Free Baggage Allowance,”** such as the 15kg carry-on baggage allowance offered by EasyJet.
- However, the lack of any explicit description or explanation distinguishing these links meant that customers could easily confuse **“Paid Baggage Options With Free Baggage Allowances,”** as was the case for the claimant.
  - 1) Specifically, the absence of guidance created the perception that the free 15kg allowance was part of the **“Paid Baggage Section,”** misleading consumers into unnecessary purchases.
- For the claimant to fully understand the intended purpose of these links, it was necessary to click on both links, located in **“Separate Sections Of The Webpage,”** without any clear instructions or contextual guidance. This design flaw deviates from standard user-friendly website practices, which aim to provide transparency and minimize confusion.
- Demonstrating the original second **“Baggage Allowance Button”** weblink!



**9. Evidence of Website Modifications and Misleading Title Changes:**

- As shown in “Exhibit C1,” the original title “Additional Baggage Allowance” has since been “Altered,” reflecting changes made to Trip.com’s website. This modification demonstrates an effort to address design flaws, though it lacks transparency regarding the initial discrepancies.
- Below, the original weblink button titled “Additional Baggage Allowance” is shown in the attached screenshot. This button previously redirected users to a page that created confusion regarding the distinction between “Free” and “Paid-For Baggage Options.” The lack of clear differentiation at the time of booking misled the claimant and contributed to the issues highlighted in this case.
- Below is what the original weblink button titled as “Additional Baggage Allowance!” what directed you to the following screenshot below!



### 10. Exhibited Video Link:

- Friday, April 18, 2025 3:30 PM - 431246967 [35. was the 25th-Sent-Soon.mp4](#)

### 11. Transcribe Taken From The Exhibited Video:

- Saturday, April 19, 2025 10:21 AM - 18774 [35. was the 25th-Sent-Soon video transcribe.docx](#)

### 12. Notes Taken From The Exhibited Video:

- **Background:** The claimant has presented evidence, supported by a recorded video and screenshots, which highlights significant flaws in Trip.com's website navigation and the misleading presentation of baggage information during the booking process. The claimant details their experience navigating Trip.com's platform and subsequent issues, demonstrating the lack of clarity that led to confusion and financial losses.

### 13. Key Points:

#### a. Original Website Design:

- The claimant accessed Trip.com's website to manage their booking and verify their purchased options. Upon receiving the itinerary email, which was described as a "**Sealed Document,**" they reasonably believed it contained complete and accurate information.
- While navigating the site, two "**Baggage Allowance**" sections were identified:
  - 1) One pertaining to "**Free Baggage,**" such as EasyJet's 15kg allowance.
  - 2) The other pertaining to "**Paid Baggage Options.**"

- Both sections were ambiguously titled and visually similar, causing confusion about what was free versus paid.
- b. **Website Updates Post Complaint:**
- Following the claimant’s formal complaint, Trip.com updated the website design. The previously separate "**Baggage Allowance**" links now direct users to the same consolidated page.
  - This update lacks transparency, appearing to resolve the confusing layout while attempting to obscure the original design flaws.
- c. **Consumer Impact:**
- The claimant mistakenly believed they had purchased a 15kg baggage allowance. Upon reviewing the itinerary, they discovered only "**Free Baggage**" information was listed, which conflicted with what had been paid for.
  - Extensive research and comparison with EasyJet’s policies confirmed the 15kg allowance was actually free, revealing how Trip.com’s website layout misled consumers into purchasing unnecessary baggage options.
- d. **Evidence Presented:**
- The claimant has provided the following exhibits to substantiate their claims:
    - 1) **Exhibit C1:** Original email and itinerary reflecting ambiguous baggage details.
    - 2) **Exhibit C2:** Screenshots of the original "**Baggage Allowance**" sections, illustrating how free and paid baggage information were misrepresented.
    - 3) **Exhibit C3:** Updated website layout demonstrating consolidation of previously conflicting pages.
- e. **Conclusion:** Trip.com's misleading website design, combined with subsequent edits made after the claimant’s complaint, contributed to significant confusion and financial losses. These updates suggest an attempt to conceal the original flaws rather than addressing them transparently. The claimant contends that this constitutes a failure in consumer protection and calls for fair compensation.
- 

**19. Itinerary: Evidence of Booking Access & Discrepancies in Account Review:**

- Upon completing my purchase, I received an email from Trip.com containing a link to access my bookings page. This page provides an option to download my itinerary as a PDF, which I have attached below as supporting evidence.
- **Failure by Trip.com to Access Booking Records:** During a telephone conversation on the "**22nd-Received-Tel-Call,**" Trip.com staff informed me that they were unable to access my account due to "**Security Challenges.**" As a result, they claimed they could not review my booking confirmation page or itinerary.
- **Pre-Action Submission of Exhibits & Lack of Acknowledgment:** I previously provided "**Screenshots Of Key Exhibits**" in my formal claim letter, ensuring Trip.com had access to all relevant booking details. However, their failure to properly acknowledge these exhibits demonstrates a "**Disregard For My Claim**" and an attempt to avoid accountability.
- **Re-exhibition of Key Documents:** Given Trip.com’s refusal to recognize the original evidence provided, I have "**Re-Exhibited Several Essential Files,**" reinforcing my position and ensuring that the court has a complete record of the disputed booking details. These documents directly support my claim regarding

compensation entitlements and Trip.com's failure to uphold its customer service obligations.

- **Exhibit:** 21

# Itinerary



## Booking Information

We advise you print out your itinerary and take it with you to ensure your trip goes as smoothly as possible.

Booking No. [1653702646294295](#)

London - Antalya		
Name	Class	Airline Booking Reference
SIMON (Given names) CORDELL (Surname)	Economy	K8M8DNZ
[REDACTED] (Surname)	Economy	K8M8DNZ

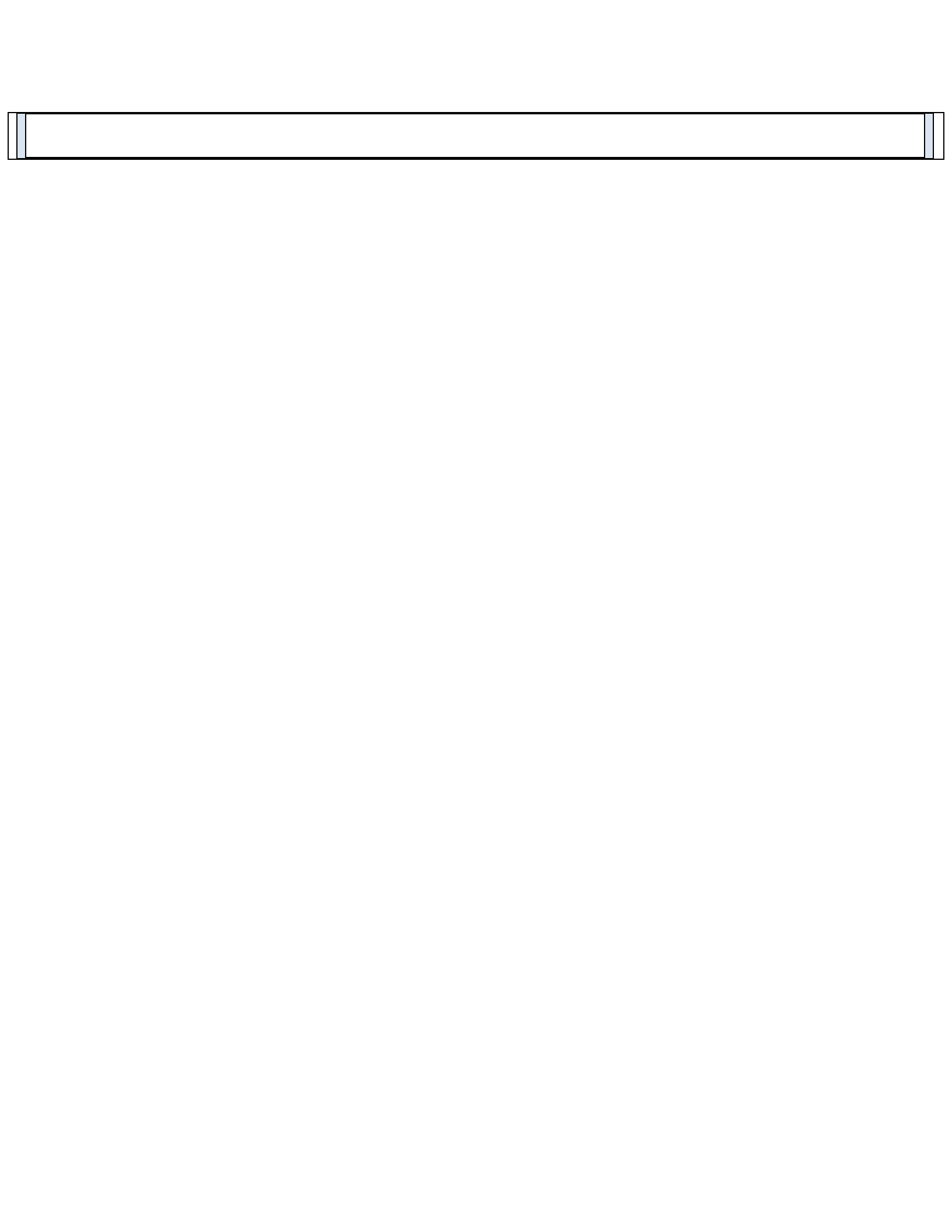
Antalya - London		
Name	Class	Airline Booking Reference
SIMON (Given names) CORDELL (Surname)	Economy	X3R4G7
[REDACTED] (Surname)	Economy	X3R4G7

## Flight Information

London - Antalya	
Departure	08:00, January 8, 2025 Gatwick Airport ,S
Arrival	15:20, January 8, 2025 Antalya Airport ,T2
Airline	easyJet U26519
Class	Economy   4hr 20mins   No Meals

Antalya - London	
Departure	09:55, January 12, 2025 Antalya Airport ,T1
Arrival	11:40, January 12, 2025 Gatwick Airport ,S
Airline	Sunexpress XQ590
Class	Economy   4hr 45mins   No Meals

## Baggage Allowance



Please check the baggage information at the bottom for more details.

London - Antalya		
<b>SIMON CORDELL (Adults)</b>		
Personal item	1 piece per person, 15 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	
<b>[REDACTED] (Adults)</b>		
Personal item	1 piece per person, 15 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	
<hr/>		
Additional Baggage Allowance (Purchased)		
SIMON CORDELL	1piece(s), total 15kg carry-on baggage	Processing

Antalya - London		
<b>SIMON CORDELL (Adults)</b>		
Personal item	1 piece per person, 4 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	
<b>[REDACTED] (Adults)</b>		
Personal item	1 piece per person, 4 kg each	
Carry-on baggage	No free baggage allowance	
Checked baggage	No free baggage allowance	

### Important information

- During various procedures in the airport, passengers must provide the valid ID used to purchase their ticket. Their boarding pass or itinerary may also be required.
- Please note that tickets must be used in the sequence set out in the itinerary, otherwise airlines reserve the right to refuse carriage. Trip.com bears no responsibility if passengers are unable to board a plane due to not complying with airline policies and regulations.
- We make the suggestion to arrive at Gatwick Airport at least 2h prior to departure to ensure you have enough time to check in.

· We make the suggestion to arrive at Antalya Airport at least 2h prior to departure to ensure you have enough time to check in.

## Baggage Information

### London - Antalya

- Carry-on baggage: No free baggage allowance
  - Checked baggage: No free baggage allowance
  - Personal item: Must be placed under the seat in front of you.
- 

### Antalya - London

- Carry-on baggage: No free baggage allowance
- Checked baggage: No free baggage allowance
- Personal item: Must be placed under the seat in front of you.

## 20. Additional “Key Points” & Issues Identified in the Itinerary:

### a. The Itinerary Above Proves That:

- The itinerary provided by Trip.com was marked as **"Sealed"** at the time of issuance on **"Wednesday, 8th December 2024,"** yet it remained incomplete and displayed the status of **"Processing!"**. This status has persisted up until **"Friday, 25th April 2025"** as confirmed when the claimant logged into Trip.com's website and downloaded the itinerary again. The failure to finalize and update this document over this extended period demonstrates negligence and a lack of transparency in handling the claimant's booking.

### b. Incomplete Information on Baggage Allowance:

- The itinerary fails to clearly differentiate between **"Free Baggage Allowances" (Such As EasyJet's 15kg Carry-On Allowance)** and **"Paid Baggage Options"** purchased by the claimant. This ambiguity likely caused confusion during the booking and travel process.

### c. Contradictory Statements:

- Despite mentioning **"Processing!"** alongside additional baggage purchased, the itinerary implies that the transaction remains unresolved, leading the claimant to question whether the paid baggage option was valid or accessible during travel.
- The lack of updated confirmation contradicts the expectation of a **"Sealed And Finalized Invoice"** provided by Trip.com.

### d. Unclear Layout and Missing Explanations:

- The itinerary lacks sufficient textual guidance for interpreting key sections, such as baggage information, flight details, and required documents.
- The absence of clear headers and detailed explanations forces the user to manually decipher the content, contributing to unnecessary complexity.

### e. Failure to Reflect Airline Standards:

- The itinerary provides no indication of EasyJet's standard policy allowing free carry-on baggage as a personal item, which is a **"Key Aspect Of Transparency"** for travelers.

### f. Confusing Section Placement:

- The placement of the baggage allowance information at the **"Bottom Of The Itinerary"** undermines its importance, as users must search through unrelated sections to find critical details.

### g. Misleading Information:

- The itinerary suggests that no free baggage allowance exists, which contradicts EasyJet's standard policy for personal items. This misrepresentation might lead consumers to purchase unnecessary baggage options under false pretenses.

### h. Lack of Clear Instructions for Airport Procedures:

- Important information about checking in, required documents, and boarding instructions is buried in an **"Unclear Format,"** making it harder for travelers to prepare adequately for their flights.

**1. Invoice for Legal Fees, Analysis Costs & Correspondence Management:**

- **Prepared for:** Simon Paul Cordell
- **Case Reference:** Booking No. 1653702646294295
- **Subject:** Compensation Claim against Trip.com
- **Invoice Period:** 12th January 2025 – Present

**2. Chronological Breakdown of Activities, Fees & Markers**

- The time periods for **Regular Hours**, **Overtime Hours**, and **Night Shift Hours** based on a typical workday starting at **9:00 AM**:
  - a. **Regular Hours:**
    - Typically, these are the standard working hours during the day.
    - **Start Time:** 9:00 AM
    - **End Time:** 5:00 PM
  - b. **Overtime Hours:**
    - These are hours worked **beyond 5:00 PM** up until **9:00 PM**, assuming a normal 8-hour workday.
    - **Start Time:** 5:00 PM
    - **End Time:** 9:00 PM
  - c. **Night Shift Hours:**
    - Night shift hours are generally recognised as any work done **between 9:00 PM and 6:00 AM** the following morning.
    - **Start Time:** 9:00 PM
    - **End Time:** 6:00 AM

**14. Correspondence Management:**

- The implementation of this relatively new law introduced may cause a significant challenge for many companies unfamiliar with its details. The lack of clarity regarding final values and grand totals has necessitated for me to develop for this claim a robust system of documentation, including detailed receipts and explanatory texts. This initiative-taking approach has not only enabled me to align with the **“Litigation Act (2014)”** but also to understand its legal scope, potential for recovery of cost, and most of all its importance in achieving fairness and justice.

**15. Ensuring Fairness and Preventing Abuse:**

- While the law demonstrates remarkable capacity for recovery, it also presents opportunities for misuse if left unchecked. The absence of strict caps on final values is of utmost importance due to the unique demands of each case and varying work durations that may arise. Placing a grand total cap would undermine the ability to account for these unique circumstances. Instead, we have ensured that compensation practices remain **“Fair, Transparent, And Procedurally Correct”** to prevent abuse and ensure compliance with litigation standards. This structured framework balances the law's flexibility with necessary safeguards against exploitation.

**16. The Role of Regular, Overtime, and Night Shift Hours:**

- The legal right to claim **“Regular Hours, Overtime Hours, And Night Shift Hours”** is unquestionable.

However, this flexibility can inadvertently result in compensation imbalances, particularly when calculating lengthy shifts. To prevent unfair totals, boundaries have been established to ensure equity, aligning with compliance under the **“Litigation Act (2014)”** and United Kingdom’s laws.

**17. Overtime Hours: Strict 4-Hour Limit:**

- Overtime is carefully monitored and capped at **“4 Hours Per Day,”** ensuring compliance with necessary rest requirements under the **“Working Time Regulations (1998).”** This structure prioritizes worker safety while providing reasonable compensation for additional hours worked. Limiting overtime prevents excessive claims and ensures consistent standards across compensation practices.

**18. Night Shifts: Organized for Equity at a Lower Rate:**

- To further enhance fairness and prevent inflated claims, **“Night Shift Hours”** are compensated at a rate of **£30.88/hour**, which is intentionally lower than the overtime rate. This approach acknowledges the distinct nature of night shift work while ensuring compensation remains equitable and procedurally correct. By organising night shifts with structured boundaries, we prevent the possibility of calculating night shifts at higher sums or combining them unfairly with extended overtime hours, which could inflate totals beyond what is reasonable under the law.

**19. Monitoring Compliance Under the Working Time Regulations (1998):**

- While the UK has no specific law defining a **“Maximum Overtime Hours Per Day,”** the **“Working Time Regulations (1998)”** provide critical safeguards to ensure fairness and prevent exploitation:
  - a. **48-hour weekly limit:** Averaged over a 17-week period unless an opt-out agreement is in place.
  - b. **Rest periods:** Workers are entitled to **“11 consecutive hours of rest within a 24-hour period.”**
- These requirements indirectly limit the total working hours per day, ensuring compliance with health and safety standards and promoting fairness.

**20. Night Shift Rates and Procedural Compliance:**

- To maintain compliance with the **“Litigation Rules (2014),”** night shift rates have been structured at **£30.88/hour**. This rate ensures compensation remains **“Fair, Transparent, And Defensible,”** aligning with legal and procedural standards.
  - a. **Night shift rates are deliberately set lower than overtime rates to prevent inflated calculations and ensure equity.**
  - b. **This approach reflects the distinct workload and conditions of night shifts, ensuring fairness without compromising compliance.**
- By adhering to these principles, the structured system of Regular Hours, Overtime Hours, and Night Shift Hours ensures all claims are calculated and compensated in a manner that is both equitable and compliant. Transparency and organised boundaries maintain the integrity of the law while preventing misuse.

**21. Refined Table of Correspondence with Times and Breakdown:**

**Refined Totals by Entry**

**a. Initial Entries (1–6)**

1. **Preliminary Review:** £12,310.95
2. **1st-Sent:** £49.40
3. **2nd-Received:** £49.40
4. **3rd-Sent:** £74.10
5. **Post-3rd Sent:** £123.50

6. **4th-Sent**: £74.10  
• **Subtotal (Entries 1–6)**: £12,681.45.

**b. Middle Entries (7–14)**

7. **Post 5th-Received**: £12.35  
8. **5th-Received**: £24.70  
9. **6th-MP3 Recording**: £24.70  
10. **7th-Received**: £302.60  
11. **Claim Preparation**: £1,951.38  
12. **8th-MP3 Recording**: £49.40  
13. **9th-Received**: £49.40  
14. **10th-Sent**: £49.40  
• **Subtotal (Entries 7–14)**: £2,464.93.

**c. Later Entries (15–22)**

15. **11th-Sent**: £74.10  
16. **12th-Received**: £160.55  
17. **13th-Received**: £6.18  
18. **14th-Received**: £12.36  
19. **15th-Sent**: £765.70  
20. **16th-Received**: £49.40  
21. **17th-Received**: £49.40  
22. **18th-Sent**: £86.45  
• **Subtotal (Entries 15–22)**: £1,252.54.

**d. Final Entries (23–38)**

23. **19th-Received**: £61.75  
24. **20th-Received**: £74.10  
25. **21st-Received**: £74.10  
26. **22nd-Received**: £61.75  
27. **23rd-Received**: £98.80  
28. **24th-Received**: £74.10  
29. **25th-Received**: £98.80  
30. **26th-Received**: £49.40  
31. **27th-Received**: £209.96  
32. **28th-Received**: £92.64  
33. **29th-Sent**: £500.20  
34. **30th-Received**: £500.20  
35. **31st-Received**: £500.20  
36. **32nd-Received**: £500.20  
37. **33rd-Received**: £500.20  
38. **34th-Sent**: £500.20  
• **Subtotal (Entries 23–38)**: £3,795.40.

**e. Grand Total**:

Adding all subtotals: £12,681.45 + 2,464.93 + £1,252.54 + £3,795.40 = £20,194.32

## 22. Refined Table of Correspondence with Times and Breakdown:

<b>Nub Marker</b>	<b>Date &amp; Time</b>	<b>Correspondence/Task</b>	<b>Time Spent</b>	<b>Regular Hours (£)</b>	<b>Overtime (£)</b>	<b>Night Shift (£)</b>	<b>Total (£)</b>
<b><u>1. Preliminary Review</u></b>	12 Jan – 12 Mar 2025 (daily hours vary)	Comprehensive analysis of website, correspondence, financial harm, and strategy formulation (minus 6 hospital hours).	383 hours	£3,505.40	£7,001.85	£1,605.76	<b><u>£12,310.95</u></b>
<b><u>2. 1st-Sent</u></b>	Monday, 24 Feb 2025 - 10:04 GMT	Drafting and sending the first email outlining issues, notifying Trip.com, EasyJet, and SunExpress.	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>
<b><u>3. 2nd-Received</u></b>	Monday, 24 Feb 2025 - 10:05, 10:04, 10:08 GMT	Reviewing EasyJet autoreply, SunExpress failure notice, and Trip.com acknowledgment emails.	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>
<b><u>4. 3rd-Sent</u></b>	Monday, 24 Mar 2025 - 15:01 GMT	Sending follow-up email requesting escalation and assignment of a resolute caseworker.	3 hours	£49.40	£37.05	£0	<b><u>£74.10</u></b>
<b><u>5. Post-3rd Sent</u></b>	Monday–Thursday, 24–27 Mar 2025	Managing admin tasks, investigating reasons for delays, and monitoring Trip.com responses.	4 hours	£49.40	£74.10	£0	<b><u>£123.50</u></b>
<b><u>6. 4th-Sent</u></b>	Friday, 28 Mar 2025 - 11:59 GMT	Sending follow-up email emphasizing Trip.com’s policy breaches and urgency of resolution.	3 hours	£49.40	£37.05	£0	<b><u>£74.10</u></b>
<b><u>7. Post 5th-Received</u></b>	Wednesday, 02 Apr 2025	I waited 5 days for a reply from Trip.com and kept checking emails while working on another insurance claim.	0.5 hours	£12.35	£0	£0	<b><u>£12.35</u></b>
<b><u>8. 5th-Received</u></b>	Wednesday, 02 Apr 2025 - 13:46 BST	Received an email from Trip.com with “ <b>Easter offers</b> ” instead of addressing prior inquiries; continued administrative work monitoring responses. Trip.com has prior responded to me from this email.	1 hour	£24.70	£0	£0	<b><u>£24.70</u></b>
<b><u>9. 6th-MP3 Recording</u></b>	Wednesday, 02 Apr 2025 - 14:41 BST	Reviewed Trip.com complaint procedures; called Trip.com and navigated automated AI services to	1 hour	£24.70	£0	£0	<b><u>£24.70</u></b>

		file a complaint with a live representative.					
<b><u>10. 7th-Received</u></b>	Wednesday, 02 Apr 2025 - 16:48 BST	Reviewed emails from Trip.com's advisor; prepared a response, transcribed MP3 recording, and handled administrative tasks over multiple days.	9 hours	£0	£148.20	£154.40	<b><u>£302.60</u></b>
<b><u>11. Claim Preparation</u></b>	Wednesday, 02 Apr – Tuesday, 08 Apr 2025	<p>Guaranteed claim accuracy: significant stress from detailed preparation of financial breakdowns and Exhibited evidence over several days.</p> <p>a. <b><u>02 April 2025</u></b>: 16 hours</p> <ul style="list-style-type: none"> <li>• <b><u>Regular Hours (8)</u></b>: £24.70/hour × 8 = £197.60</li> <li>• <b><u>Overtime Hours (4)</u></b>: £37.05/hour × 4 = £148.20</li> <li>• <b><u>Night Shift Hours (4)</u></b>: £30.88/hour × 4 = £123.52</li> </ul> <p><b><u>Total</u></b>: £197.60 + £148.20 + £123.52 = <b><u>£469.32</u></b></p> <p>b. <b><u>03 April 2025</u></b>: 16 hours</p> <ul style="list-style-type: none"> <li>• <b><u>Regular Hours (8)</u></b>: £24.70/hour × 8 = £197.60</li> <li>• <b><u>Overtime Hours (4)</u></b>: £37.05/hour × 4 = £148.20</li> <li>• <b><u>Night Shift Hours (4)</u></b>: £30.88/hour × 4 = £123.52</li> </ul> <p><b><u>Total</u></b>: £197.60 + £148.20 + £123.52 = <b><u>£469.32</u></b></p> <p>c. <b><u>04 April 2025</u></b>: 0 hours</p> <ul style="list-style-type: none"> <li>• <b><u>Regular Hours (0)</u></b>: £24.70/hour × 0 = £0</li> <li>• <b><u>Overtime Hours (0)</u></b>: £37.05/hour × 0 = £0</li> <li>• <b><u>Night Shift Hours (0)</u></b>: £30.88/hour × 0 = £0</li> </ul> <p><b><u>Total</u></b>: £0 + £0 + £0 + £0 = <b><u>£0</u></b></p> <p>d. <b><u>05 April 2025</u></b>: 16 hours</p> <ul style="list-style-type: none"> <li>• <b><u>Regular Hours (8)</u></b>: £24.70/hour × 8 = £197.60</li> </ul>	66 hours	<b><u>£790.40</u></b>	<b><u>£666.90</u></b>	<b><u>£494.08</u></b>	<b><u>£1,951.38</u></b>

- **Overtime Hours (4):**  
£37.05/hour × 4 = £148.20
- **Night Shift Hours (4):**  
£30.88/hour × 4 = £123.52
- **Total:** £197.60 + £148.20 +  
£123.52 = **£469.32**

e. **06 April 2025:** 16 hours

- Regular Hours (8):  
£24.70/hour × 8 = £197.60
- **Overtime Hours (4):**  
£37.05/hour × 4 = £148.20
- **Night Shift Hours (4):**  
£30.88/hour × 4 = £123.52
- **Total:** £197.60 + £148.20 +  
£123.52 = **£469.32**

f. **07 April 2025:** 0 hours

- **Regular Hours (0):**  
£24.70/hour × 0 = £0
- **Overtime Hours (0):**  
£37.05/hour × 0 = £0
- **Night Shift Hours (0):**  
£30.88/hour × 0 = £0
- **Total:** £0 + £0 + £0 + £0 =  
**£0**

g. **08 April 2025:** 2 hours

- **Regular Hours (0):**  
£24.70/hour × 0 = £0
- **Overtime Hours (2):**  
£37.05/hour × 2 = £74.10
- **Night Shift Hours (0):**  
£30.88/hour × 0 = £0
- **Total:** £0 + £74.10 + £0 =  
**£74.10**

**Breakdown 1:**

- **Regular Hours (32):**  
£24.70/hour × 32 = **£790.40**
- **Overtime Hours (18):**  
£37.05/hour × 18 = **£666.90**
- **Night Shift Hours (16):**  
£30.88/hour × 16 = **£494.08**

**Total:**

		<p>£790.40 + £666.90 + £494.08 = <b>£1,951.38</b></p> <p><b><u>Final Total Hours:</u></b> 16 + 16 + 0 + 16 + 16 + 0 + 2 = <b><u>66</u></b> <b><u>hours</u></b></p> <p><b><u>Breakdown 2:</u></b></p> <ol style="list-style-type: none"> <li>1. <b>02 April 2025:</b> £469.32</li> <li>2. <b>03 April 2025:</b> £469.32</li> <li>3. <b>04 April 2025:</b> £0.00</li> <li>4. <b>05 April 2025:</b> £469.32</li> <li>5. <b>06 April 2025:</b> £469.32</li> <li>6. <b>07 April 2025:</b> £0.00</li> <li>7. <b>08 April 2025:</b> £74.10</li> </ol> <p><b><u>Total:</u></b> £469.32 + £469.32 + £0.00 + £469.32 + £469.32 + £0.00 + £74.10 = <b>£1,951.38</b></p>					
<b><u>12. 8th- MP3 Recording</u></b>	Wednesday, 09 Apr 2025 - 23:44 BST	<b><u>Task:</u></b> Made a phone call to Trip.com to address weblink issues “ <b><u>Accepting Only Image Files;</u></b> ” transcribed the MP3 recording, filed it into exhibits, and sent a formal claim letter with receipts.	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>
<b><u>13. 9th- Received</u></b>	Thursday, 10 Apr 2025 - 00:19 BST	Analyzed Trip.com’s incomplete responses, drafted rebuttals, clarified strategic points.	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>
<b><u>14. 10th- Sent</u></b>	Thursday, 10 Apr 2025 - 21:07 BST	Sent updated evidence and documents for baggage inquiries, with attached receipts (£40 and £69.63).	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>
<b><u>15. 11th- Sent</u></b>	Thursday, 10 Apr 2025 - 23:17 BST	Resent corrected claim letter with additional documents to address issues caused by Trip.com stating they did not receive the files. This email includes an additional Microsoft word Docx Document of the claim along with a PDF file.	3 hours	£49.40	£37.05	£0	<b><u>£74.10</u></b>
<b><u>16. 12th- Received</u></b>	Friday, 11 Apr 2025 - 01:14 BST	Trip.com requested additional proof and clarification about baggage receipts, requiring further	5 hours	£49.40	£111.15	£0	<b><u>£160.55</u></b>

		communication and clarification. This caused extra work to clarify the breakdown in communication regarding the receipt of official documents.					
<b><u>17. 13th-Received</u></b>	Friday, 11 Apr 2025 - 01:18 BST	Trip.com sent duplicate email requesting receipts; reviewed this correspondence and made clarifications.	15 mins	£6.18	£0	£0	<b><u>£6.18</u></b>
<b><u>18. 14th-Received</u></b>	Saturday, 12 Apr 2025 - 01:49 BST	Drafted a response to earlier emails, addressing Trip.com's claim of case closure within 24 hours; this caused significant " <b>Stress</b> " as to the additional effort.	30 mins	£12.36	£0	£0	<b><u>£12.36</u></b>
<b><u>19. 15th-Sent</u></b>	Monday, 14 Apr 2025 - 09:52 BST	Resent attachments and compiled prior correspondence; detailed effort over multiple days addressing Trip.com's missing documents. <b>a.</b> 12 April: 13 hours <b>b.</b> 13 April: 13 hours <b>c.</b> 14 April: 0.87 hours <b>Total:</b> = 13 + 13 + 0.87 = 26.87 hours <b>This Included:</b> <b>a.</b> -10. 10th Sent-Claim-for-TripCom.pdf <b>b.</b> -10. 10th Sent-Claim-for-TripCom.docx <b>c.</b> All-Emails-TripCom-and-Co.docx	26.87 hours	£345.80	£148.20	£123.52	<b><u>£765.70</u></b>
<b><u>20. 16th-Received</u></b>	Monday, 14 Apr 2025 - 11:50 BST	Reviewed Trip.com's response, indicating further delays in processing the claim.	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>
<b><u>21. 17th-Received</u></b>	Tuesday, 15 Apr 2025 - 08:44 BST	Acknowledged Trip.com's misunderstanding of claim letter and partial acceptance of responsibility, requiring clarification of liability. Their partial acceptance of responsibility appears to divert focus away from their own accountability, what further complicated the resolution process for the claimant.	2 hours	£49.40	£0	£0	<b><u>£49.40</u></b>

<b><u>22. 18th-Sent</u></b>	Wednesday, 16 Apr 2025 - 12:33 BST	Drafted rebuttal to Trip.com's claims, reasserting evidence and clarification of reimbursement demands.	3.5 hours	£86.45	£0	£0	<b><u>£86.45</u></b>
<b><u>23. 19th-Received</u></b>	Wednesday, 16 Apr 2025 - 19:34 BST	Analyzed Trip.com's position contesting fees and requesting additional clarification.	2.5 hours	£61.75	£0	£0	<b><u>£61.75</u></b>
<b><u>24. 20th-Received</u></b>	Thursday, 17 Apr 2025 - 13:54 BST	Acknowledging Trip.com's response, which partially addressed the claimant's concerns but still deflected full responsibility by attributing fault to the claimant, Trip.com failed to confirm whether the claim had been officially filed in order to avoid liability. As a result, the claimant was required to provide further evidence and clarification to ensure the claim was properly understood and addressed, causing additional delays and efforts.	3 hours	£74.10	£0	£0	<b><u>£74.10</u></b>
<b><u>25. 21st-Received</u></b>	Friday, 18 Apr 2025 - 18:46 BST	Acknowledging Trip.com's response, which demonstrated only a partial understanding of the claimant's correspondence, further clarification was necessary. This email compelled the claimant to expend additional time and effort to address and correct Trip.com's misinterpretation of the claim and its key points, thereby causing further <b><u>"Unwanted Stress!"</u></b>	3 hours	£74.10	£0	£0	<b><u>£74.10</u></b>
<b><u>26. 22nd-Received</u></b>	Friday, 18 Apr 2025 - 18:48 BST	Acknowledging Trip.com's <b><u>"Telephone Call,"</u></b> during which they appeared to reinterpret the claimant's statement in a way that minimized their liability. By reading between the lines, Trip.com seemingly diverted responsibility and shifted focus away from the clear points made in the original claim letter. This approach not only imposed additional obstacles on the claimant but also appeared to test the claimant's resolve through an impromptu call, thereby	2.5 hours	£61.75	£0	£0	<b><u>£61.75</u></b>

		complicating the process further. Subsequently, I documented the recording and updated the claim files to accurately reflect the details discussed.					
<b><u>27. 23rd-Received</u></b>	Friday, 18 Apr 2025 - 18:52 BST	While preparing my response, I received multiple emails from Trip.com. By the <b><u>21st Email</u></b> , it became clear that Trip.com intended to undermine my claim by misrepresenting the facts. This forced me to reorganize and refile all the exhibits to clarify my position more effectively. During this process, I also received the <b><u>22nd Telephone Call</u></b> , which revealed Trip.com's evasive tactics aimed at avoiding liability by distorting my claim. Subsequently, I received the <b><u>23rd Email</u></b> and <b><u>Two Additional Emails</u></b> , some of which were related to the <b><u>22nd Telephone Call</u></b> , all while I was still preparing my response.	4 hours	£98.80	£0	£0	<b><u>£98.80</u></b>
<b><u>28. 24th-Received</u></b>	Friday, 18 Apr 2025 - 23:58 BST	Acknowledged Trip.com's request for feedback on the claimant's experience, balancing constructive feedback with formal complaint preparation.	3 hours	£74.10	£0.00	£0.00	<b><u>£74.10</u></b>
<b><u>29. 25th-Received</u></b>	Saturday, 19 Apr 2025 - 19:45 BST	While drafting my response to the <b><u>20th And 21st Emails</u></b> , I received a <b><u>telephone call</u></b> from Trip.com's Customer Services what is the <b><u>22nd Correspondence</u></b> . I continued working on my response while receiving <b><u>Two Additional Emails</u></b> , and this process continued until I received the <b><u>25th Email</u></b> were they <b><u>"Accepted Liability as Trip.Com &amp; Co."</u></b> Upon receiving this email, I changed my approach and redrafted new correspondence to address the missing sums, setting aside the previous draft. During this time, I also received <b><u>three more emails</u></b>	4 hours	£98.80	£0.00	£0.00	<b><u>£98.80</u></b>

		while preparing the <b>Second Document</b> that needed to be sent. Additionally, I reviewed Trip.com's offer for an out-of-court settlement and analyzing their strategic diversion approach.					
<u>30. 26th-Received</u>	Sunday, 20 Apr 2025 - 17:01 BST	I continued monitoring Trip.com's interpretation of claim evidence hosted on horrificorruption.com to ensure proper representation of the facts. Trip.com manager Ray made an attempted to call me and sent me an email to this effect as I was not available to chat.	2 hours	£49.40	£0.00	£0.00	<b>£49.40</b>
<u>31. 27th-Received</u>	Sunday, 20 Apr 2025 - 17:07 BST	While preparing my response I acknowledge another email from Trip.com manager Ray who sent me a follow-up email reminding me of his attempted telephone call, which prompted significant effort to refine my strategy and adapt to the evolving complexity of the case.	9 hours	£0.00	£148.20	£61.76	<b>£209.96</b>
<u>32. 28th-Received</u>	Sunday, 20 Apr 2025 - 23:03 BST	Acknowledging Trip.com's request for feedback on the claimant's experience, which coincided with the claimant's preparation of a formal complaint. This timing added further complexity to an already demanding process, requiring the claimant to balance providing constructive feedback with addressing unresolved issues. Trip.com's prioritisation of feedback over resolving the evidence - backed claims demonstrated inefficiency and contributed to unnecessary delays in the claimant's pursuit of resolution.	3 hours	£74.10	£0.00	£18.54	<b>£92.64</b>
<u>33. 29th-Sent</u>	Monday, 21 Apr 2025 - 18:01 BST	The second document I made was sent rather than the first document as the <b>29th Email, and was filed</b> Accordingly to " <b>Trip.com's Customer Service Guarantee.</b> "	17 hours	£197.60	£148.20	£154.40	<b>£500.20</b>

**Turnaround Response Reflecting Strategic Focus and Accountability:**

1. **Acknowledgment of Liability Acceptance:**
  - Trip.com had accepted liability for the core claims at this stage, and the claimant used this response to solidify their position and align the next steps accordingly.
  
2. **Request for Compensation of Stress and Legal Fees:**
  - The claimant explicitly detailed the request for compensation for stress and legal expenses as a litigant in person, including costs incurred from engaging clients and legal support. These requests were framed within the context of established legal principles.
  
3. **Request for Insurance Documentation:**
  - The claimant requested access to Trip.com's insurance documents as part of the evidence-gathering process, ensuring transparency and compliance with procedural requirements.
  
4. **Breakdown of Fees and Legal Compliance:**
  - The response provided a thorough explanation of fees, ensuring all claims adhered to relevant legal regulations and principles. This reinforced the claimant's

adherence to procedural integrity while holding Trip.com to the same standard.

5. **Reiteration of Total Losses and Warning of Legal Action:**

- The claimant called for Trip.com to fully compensate for the documented losses and explicitly stated that failure to comply would result in the issuance of an **N1 Claim Form**. This underscored the seriousness of the matter while maintaining professionalism.

6. **Strategic Shift in Approach:**

- This response represented a decisive pivot, balancing firm demands with legal precision to effectively advance the claim while adhering to core principles of fairness and accountability.

**34. 30th-Received**

**Tuesday, 22 Apr 2025 - 00:11 BST**

**Response Reflecting Trip.com's Failures and Breaches:**

Trip.com's response, stating they would "only be able to refund baggage charges incurred at the airport," represents a glaring disregard for their broader obligations and guarantees. By failing to address the full extent of their liability, they have violated.

Since the **30th Email**, I have used the message originally intended for the **25th Email** that I created before receiving their acceptance of

17 hours

£197.60

£148.20

£154.40

**£500.20**

liability but refusal to pay reasonable costs.

There unfair refusal has since prompted me to prepare a **“Pre-Action Conduct Letter”** and an **“N1 Claim form,”** as reviewing their correspondence revealed the need for further clarification regarding their failure to honor guarantees and thoroughly investigate my claims. These issues added complexity to the case preparation, highlighting Trip.com's failure to honor guarantees in correspondence and addressed incomplete claims.

<b><u>35. 31st-Received</u></b>	<b>Tuesday, 22 Apr 2025 - 00:53 BST</b>	Clarified unresolved liability issues and finalized response to Trip.com's reimbursement proposal.	17 hours	£197.60	£148.20	£154.40	<b>£500.20</b>
<b><u>36. 32nd-Received</u></b>	<b>Wednesday, 23 Apr 2025 - 00:59 BST</b>	Prepared formal pre-action letter and N1 Claim Form ensuring accurate breakdowns and attached exhibits.	17 hours	£197.60	£148.20	£154.40	<b>£500.20</b>
<b><u>37. 33rd-Received</u></b>	<b>Wednesday, 23 Apr 2025 - 23:25 BST</b>	Finalized submission of correspondence and attached all evidence alongside the prepared N1 Claim Form.	17 hours	£197.60	£148.20	£154.40	<b>£500.20</b>
<b><u>38. 34th-Sent</u></b>	<b>Sunday, 27 Apr 2025</b>	<p>Submitted the completed court bundle, including the N1 Claim Form, evidence, and correspondence summary.</p> <p><b><u>Claimant's Strategic Response:</u></b></p> <p>1. <b><u>Formal Submission of Pre-Action Letter and N1 Claim Form:</u></b></p> <ul style="list-style-type: none"> <li>The claimant enclosed the <b><u>“Pre-Action Conduct Letter”</u></b> and the completed <b><u>“N1 Claim Form,”</u></b> officially escalating the matter and asserting legal</li> </ul>	17 hours	£197.60	£148.20	£154.40	<b>£500.20</b>

grounds for compensation.

2. **Key Issues Raised: a. Acknowledgment of Liability:**

- The claimant highlighted Trip.com's admission of liability for specific baggage fees while emphasizing their failure to compensate for additional losses incurred due to service failures.

b. **Breach of Guarantees:**

- Trip.com violated their own "**Service Guarantee and Advance Compensation Policy,**" which promise timely resolution and reimbursement for claims where fault is admitted.

c. **Failure to Disclose Insurance Policies (CPR 31.12):**

- The claimant reiterated their request for Trip.com to provide relevant insurance documentation, a key procedural requirement under the "**Civil Procedure Rules.**"

d. **Substantial Financial and Emotional Impact:**

- Direct financial losses included legal fees (£25,110.00), analysis fees (£12,327.50), and consequential expenses from disrupted travel.
- The claimant also addressed significant stress and

disruption caused by Trip.com's mishandling of the claim.

3. **Compensation Demands:**

- The claimant formally requested full compensation for losses, including stress fees, legal expenses, and consequential damages.
- Trip.com was notified of the claimant's intent to escalate to court proceedings if their obligations remained unmet.

4. **Call for Procedural Compliance:**

- The claimant urged Trip.com to confirm receipt of the submission, provide a clear timeline for action, and comply with the disclosure request to avoid legal escalation.

5. **Acceptance of Partial Payment "Without Prejudice":**

- While acknowledging the goodwill gesture for travel expenses, the claimant emphasized that partial

**23. Now Adding All Of These Hours Together:**

- $383 + 2 + 2 + 3 + 4 + 3 + 0.5 + 1 + 1 + 9 + 66 + 2 + 2 + 2 + 3 + 5 + 0.25 + 0.5 + 26.87 + 2 + 2 + 3.5 + 2.5 + 3 + 3 + 2.5 + 4 + 3 + 4 + 2 + 9 + 3 + 17 + 17 + 17 + 17 + 17 + 17 = 620.12 \text{ hours}$

**24. Total Hours: 620.12 hours**

- - 383
- If we subtract **383** from the total hours calculated earlier (**620.12 hours**), the result is:
- $620.12 - 383 = 237.12 \text{ hours}$

**25. Legal Fees Grand Total, Without Expenses:**

- Adding all subtotals:  $£12,681.45 + 2,464.93 + £1,252.54 + £3,795.40 = \underline{£20,194.32}$

**1. Additional Legal Fees and Costs**

Category	Details	Total (£)
Solicitors' Fees	Professional legal advice and consultations.	£20,194.32
New Period Solicitors' Expenses	Travel, document preparation, etcetera.	£990.24

**2. Electricity Usage Tasks:**

Task/Activity
Printer Usage
Computer Usage
Lighting (Office)
Printer Usage
Computer Usage
Lighting (Office)

**a. Revised Electricity Costs:**

- **Total Weekly Electricity Cost:** £40.00
- **Duration:** From 12th March 2025 to 27th April 2025 = 47 days = 6 weeks + 5 days

**b. Step-by-Step Calculation:**

- **Cost for 6 Full Weeks:**  $£40 \times 6 = \underline{£240.00}$
- **Cost for 5 Additional Days:**  $£40 \times (5 \div 7) = £40 \times 0.714 = \underline{£28.57}$
- **Total Electricity Cost for the Period:**  $£240.00 + £28.57 = \underline{£268.57}$

▪ **Final Total:** £268.57

**c. Adjusted Usage Breakdown:**

1) **Personal Usage:**

- $£268.57 \times 4\% = £10.74$

2) **Printer Usage at Work:**

- $£268.57 \times 5\% = £13.43$

3) **Computer Usage at Work:**

- $£268.57 \times 55\% = £147.71$

4) **Lighting and Utilities at Work:**

- $£268.57 \times 36\% = £96.68$

**d. Summary:**

Category	Percentage (%)	Total (£)
Personal Usage	4%	£10.74
Printer Usage at Work	5%	£13.43
Computer Usage at Work	55%	£147.71
Lighting and Utilities	36%	£96.68

▪ **Grand Total: £268.57**

e. **Usage (kWh) Per Hour:**

- **Total Usage:** 81 kWh (from the real-time data)
- **Total Hours:** 620.12 hours
- **Usage per Hour:**  $81 \div 620.12 = 0.13$  kWh/hour

f. **Trip.com Expense Breakdown:** Electricity Table Costs

Section	Date & Time	Task	Work Hours	Usage (kWh)	Cost (£)
1	12 Jan – 12 Mar 2025	Preliminary Review (Daily Hours Vary)	<b>383 hours</b>	$383 \times 0.13 =$ <b>49.79</b>	$383 \times 0.433 =$ <b>£165.84</b>
2	Monday, 24 Feb 2025 - 10:04 GMT	Drafting Initial Correspondence	2 hours	$2 \times 0.13 =$ <b>0.26</b>	$2 \times 0.433 =$ <b>£0.87</b>
3	Monday, 24 Feb 2025 - 10:05 GMT	Reviewing Follow-Up Emails	1 hour	0.13	£0.43
4	Monday, 24 Mar 2025 - 15:01 GMT	Preparing Comprehensive Claim Letter	4 hours	$4 \times 0.13 =$ <b>0.52</b>	$4 \times 0.433 =$ <b>£1.73</b>
5	Monday–Thursday, 24–27 Mar 2025	Refining and Finalizing Claim Exhibits	8 hours	$8 \times 0.13 =$ <b>1.04</b>	$8 \times 0.433 =$ <b>£3.46</b>
6	Friday, 28 Mar 2025 - 11:59 GMT	Submission of Finalized Response to Trip.com	2 hours	0.26	£0.87
7	Wednesday, 02 Apr 2025	Claim Preparation Initiation	3 hours	0.39	£1.30
8	Wednesday, 02 Apr 2025 - 13:46 BST	Reviewing and Compiling Updated Evidence	2 hours	0.26	£0.87
9	Wednesday, 02 Apr 2025 - 14:41 BST	MP3 Recording and Verification of Claim Details	3 hours	0.39	£1.30
10	Wednesday, 02 Apr 2025 - 16:48 BST	Submitting Drafted Claim Documents	2 hours	0.26	£0.87
11	Wednesday, 02 Apr – Tuesday, 08 Apr 2025	Daily Claim Refinements	14 hours	$14 \times 0.13 =$ <b>1.82</b>	$14 \times 0.433 =$ <b>£6.06</b>
12	Wednesday, 09 Apr 2025 - 23:44 BST	MP3 Transcription and Filing of Evidence	3 hours	0.39	£1.30
13	Thursday, 10 Apr 2025 - 00:19 BST	Reviewing Incoming Correspondence	2 hours	0.26	£0.87

14	Thursday, 10 Apr 2025 - 21:07 BST	Reviewing and Compiling Additional Details	2 hours	0.26	£0.87
15	Thursday, 10 Apr 2025 - 23:17 BST	Finalizing Submission for Correspondence	3 hours	0.39	£1.30
16-18	Friday, 11 Apr – Saturday, 12 Apr 2025	Reviewing & Responding to Multiple Emails	4 hours	0.52	£1.73
19	Monday, 14 Apr 2025 - 09:52 BST	Drafting "Pre-Action Reminder"	3 hours	0.39	£1.30
20-22	Monday, 14 Apr – Wednesday, 16 Apr 2025	Analyzing Trip.com's Responses	6 hours	0.78	£2.60
23	Friday, 18 Apr 2025 - 18:52 BST	Creating Detailed Pre-Action Reminder	3 hours	0.39	£1.30
24-31	Friday, 18 Apr – Sunday, 20 Apr 2025	Reviewing Incoming Submissions & Exhibit Adjustments	6 hours	0.78	£2.60
32	Monday, 21 Apr 2025 - 18:01 BST	Preparing Chronological Summary for Submission	3 hours	0.39	£1.30
33-37	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Final Correspondence, Review & Filing	4 hours	0.52	£1.73
38	Sunday, 27 Apr 2025	Final Submission of N1 Claim Form	3 hours	0.39	£1.30

g. Adjusted Summary:

- Total Hours: 620.12 hours
- Total Usage: 81 kWh
- Total Cost (£): £268.57

3. Trip.com Expense Breakdown: Stationary: Ink, Paper, and Pens Usage Costs

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#01	12 Jan – 12 Mar 2025	Paper (A4 sheets)	£0.01 per sheet	<b>Preliminary Review (Daily Hours Vary)</b>	<b>Tick If Used</b> <input checked="" type="checkbox"/>	200 sheets	<b>£2.00</b>
	12 Jan – 12 Mar 2025	Ink (Black Cartridge)	£20.00 per cartridge		<b>Tick If Used</b> <input checked="" type="checkbox"/>	40% usage	<b>£8.00</b>
	12 Jan – 12 Mar 2025	Ink (Color Cartridge)	£25.00 per cartridge		<b>Tick If Used</b> <input checked="" type="checkbox"/>	40% usage	<b>£10.00</b>
	12 Jan – 12 Mar 2025	Printer Maintenance	£10.00 (flat rate)		<b>Tick If Used</b> <input checked="" type="checkbox"/>	Equal distribution	<b>£3.33</b>

			<input checked="" type="checkbox"/>		
<b>12 Jan – 12 Mar 2025</b>	Pens & Markers	pen costs £1.50 Each	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 8 <u>Pens:</u> 12	<b>£18</b>
<b>12 Jan – 12 Mar 2025</b>	Stationery: highlighters, sticky notes, and folders.	£2.50 per week	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 8	<b>£20</b>

**End of Items Total: £23.34 + £38 = £61.34**

Item Number	Date & Time	Item	Cost per Unit (£)	Tasks	Item Used	Quantity	Total (£)
<b>#02</b>	<b>Monday, 24 Feb 2025 -</b> 10:04 GMT 10:05 GMT 15:01 GMT	Paper (A4 sheets)	£0.01 per sheet	<u>Drafting Initial Correspondence</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	50 sheets	£0.50
	<b>Monday, 24 Feb 2025 -</b> 10:04 GMT 10:05 GMT 15:01 GMT	Ink (Black Cartridge)	£20.00 per cartridge	<u>Reviewing Follow-Up Emails</u>	<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	<b>Monday, 24 Feb 2025 -</b> 10:04 GMT 10:05 GMT 15:01 GMT	Ink (Color Cartridge)	£25.00 per cartridge	<u>Preparing Comprehensive Claim Letter</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 cartridge	£25.00
	<b>Monday, 24 Feb 2025 -</b> 10:04 GMT 10:05 GMT 15:01 GMT	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input type="checkbox"/>	0 unit	£0
	<b>Monday, 24 Feb 2025 -</b> 10:04 GMT 10:05 GMT 15:01 GMT	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	<b>Monday, 24 Feb 2025 -</b> 10:04 GMT 10:05 GMT 15:01 GMT	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £29.50**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#03	Monday–Thursday, 24–27 Mar 2025	Paper (A4 sheets)	£0.01 per sheet	<b><u>Refining and Finalizing Claim Exhibits</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	30 sheets	£0.30
	Monday–Thursday, 24–27 Mar 2025	Ink (Black Cartridge)	£20.00 per cartridge		<b><u>Tick If Used</u></b> <input type="checkbox"/>	1 cartridge	£0
	Monday–Thursday, 24–27 Mar 2025	Ink (Color Cartridge)	£25.00 per cartridge		<b><u>Tick If Used</u></b> <input type="checkbox"/>	1 cartridge	£0
	Monday–Thursday, 24–27 Mar 2025	Printer Maintenance	£10.00 (flat rate)		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	1 unit	£10.00
	Monday–Thursday, 24–27 Mar 2025	Pens & Markers	pen costs £1.50 Each		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	<b>Weeks:</b> 1 <b>Pens:</b> 1	£1.50
	Monday–Thursday, 24–27 Mar 2025	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	<b>Weeks:</b> 1	£2.50

**End of Items Total: £14.30**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#04	Friday, 28 Mar 2025 - 11:59 GMT	Paper (A4 sheets)	£0.01 per sheet	<b><u>Submission of Finalized Response to Trip.com</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	100 sheets	£1.00
	Friday, 28 Mar 2025 - 11:59 GMT	Ink (Black Cartridge)	£20.00 per cartridge		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	1 cartridge	£20.00
	Friday, 28 Mar 2025 - 11:59 GMT	Ink (Color Cartridge)	£25.00 per cartridge		<b><u>Tick If Used</u></b> <input type="checkbox"/>	0 cartridge	£0
	Friday, 28 Mar 2025 -	Printer Maintenance	£10.00 (flat rate)		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 unit	£0

11:59 GMT				<input type="checkbox"/>		
<b>Friday, 28 Mar 2025 - 11:59 GMT</b>	Pens & Markers	pen costs £1.50 Each		<b>Tick If Used</b> <input checked="" type="checkbox"/>	<b>Weeks: 1</b> <b>Pens: 1</b>	£1.50
<b>Friday, 28 Mar 2025 - 11:59 GMT</b>	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<b>Tick If Used</b> <input checked="" type="checkbox"/>	<b>Weeks: 1</b>	£2.50

**End of Items Total: £25.00**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
<b>#05</b>	<b>Wednesday, 02 Apr 2025</b> 13:46 BST 14:41 BST 16:48 BST	Paper (A4 sheets)	£0.01 per sheet	<b><u>Claim Preparation Initiation</u></b>	<b>Tick If Used</b> <input checked="" type="checkbox"/>	120 sheets	£1.20
	<b>Wednesday, 02 Apr 2025 - 16:48 BST</b>	Ink (Black Cartridge)	£20.00 per cartridge	<b><u>Reviewing and Compiling Updated Evidence</u></b>	<b>Tick If Used</b> <input type="checkbox"/>	0 cartridge	£0
	<b>Wednesday, 02 Apr 2025 - 16:48 BST</b>	Ink (Color Cartridge)	£25.00 per cartridge	<b><u>MP3 Recording and Verification of Claim Details</u></b>	<b>Tick If Used</b> <input checked="" type="checkbox"/>	1 cartridge	£25.00
	<b>Wednesday, 02 Apr 2025 - 16:48 BST</b>	Printer Maintenance	£10.00 (flat rate)	<b><u>Submitting Drafted Claim Documents</u></b>	<b>Tick If Used</b> <input checked="" type="checkbox"/>	1 unit	£10.00
	<b>Wednesday, 02 Apr 2025 - 16:48 BST</b>	Pens & Markers	pen costs £1.50 Each		<b>Tick If Used</b> <input checked="" type="checkbox"/>	<b>Weeks: 1</b> <b>Pens: 1</b>	£1.50
	<b>Wednesday, 02 Apr 2025 - 16:48 BST</b>	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<b>Tick If Used</b> <input checked="" type="checkbox"/>	<b>Weeks: 1</b>	£2.50

**End of Items Total: £40.20**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
<b>#06</b>	<b>Wednesday, 02 Apr – Tuesday, 08 Apr 2025</b>	Paper (A4 sheets)	£0.01 per sheet	<b><u>Daily Claim Refinements</u></b>	<b>Tick If Used</b> <input checked="" type="checkbox"/>	50 sheets	£0.50
	<b>Wednesday,</b>	Ink (Black	£20.00		<b>Tick If</b>	0 cartridge	£0

<b>02 Apr – Tuesday, 08 Apr 2025</b>	Cartridge)	per cartridge	<u>Used</u> <input type="checkbox"/>		
<b>Wednesday, 02 Apr – Tuesday, 08 Apr 2025</b>	Ink (Color Cartridge)	£25.00 per cartridge	<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
<b>Wednesday, 02 Apr – Tuesday, 08 Apr 2025</b>	Printer Maintenance	£10.00 (flat rate)	<u>Tick If Used</u> <input type="checkbox"/>	0 unit	£0
<b>Wednesday, 02 Apr – Tuesday, 08 Apr 2025</b>	Pens & Markers	pen costs £1.50 Each	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
<b>Wednesday, 02 Apr – Tuesday, 08 Apr 2025</b>	Stationery: highlighters, sticky notes, and folders.	£2.50 per week	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £4.50**

<b>Item Number</b>	<b>Date &amp; Time</b>	<b>Item</b>	<b>Cost per Unit (£)</b>	<b>Task</b>	<b>Item Used</b>	<b>Quantity</b>	<b>Total (£)</b>
<b>#07</b>	<b>Wednesday, 09 Apr 2025 - 23:44 BST</b>	Paper (A4 sheets)	£0.01 per sheet	<b><u>MP3 Transcription and Filing of Evidence</u></b>	<u>Tick If Used</u> <input type="checkbox"/>	0 sheets	£0
	<b>Wednesday, 09 Apr 2025 - 23:44 BST</b>	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	<b>Wednesday, 09 Apr 2025 - 23:44 BST</b>	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	<b>Wednesday, 09 Apr 2025 - 23:44 BST</b>	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input type="checkbox"/>	0 unit	£0
	<b>Wednesday, 09 Apr 2025 - 23:44 BST</b>	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	<b>Wednesday, 09 Apr 2025 - 23:44 BST</b>	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £4.00**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#08	Thursday, 10 Apr 2025 00:19 BST 21:07 BST 23:17 BST	Paper (A4 sheets)	£0.01 per sheet	<u>Reviewing Incoming Correspondence</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	60 sheets	£0.60
	Thursday, 10 Apr 2025 - 23:17 BST	Ink (Black Cartridge)	£20.00 per cartridge		<u>Reviewing and Compiling Additional Details</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 cartridge
	Thursday, 10 Apr 2025 - 23:17 BST	Ink (Color Cartridge)	£25.00 per cartridge	<u>Finalizing Submission for Correspondence</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 cartridge	£25.00
	Thursday, 10 Apr 2025 - 23:17 BST	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 unit	£10.00
	Thursday, 10 Apr 2025 - 23:17 BST	Pens & Markers	pen costs £1.50 Each	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks: 1</u> <u>Pens: 1</u>	£1.50	
	Thursday, 10 Apr 2025 - 23:17 BST	Stationery: highlighters, sticky notes, and folders.	£2.50 per week	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks: 1</u>	£2.50	

**End of Items Total: £59.60**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#09	Friday, 11 Apr – Saturday, 12 Apr 2025	Paper (A4 sheets)	£0.01 per sheet	<u>Reviewing &amp; Responding to Multiple Emails</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	40 sheets	£0.40
	Friday, 11 Apr – Saturday, 12 Apr 2025	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Friday, 11 Apr – Saturday, 12 Apr 2025	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Friday, 11	Printer	£10.00		<u>Tick If</u>	0 unit	£0

	Apr – Saturday, 12 Apr 2025	Maintenance	(flat rate)		<u>Used</u> <input type="checkbox"/>		
	Friday, 11 Apr – Saturday, 12 Apr 2025	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	Friday, 11 Apr – Saturday, 12 Apr 2025	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £4.40**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#10	Monday, 14 Apr 2025 - 09:52 BST	Paper (A4 sheets)	£0.01 per sheet	<u>Drafting "Pre-Action Reminder"</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	60 sheets	£0.60
	Monday, 14 Apr 2025 - 09:52 BST	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Monday, 14 Apr 2025 - 09:52 BST	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Monday, 14 Apr 2025 - 09:52 BST	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 unit	£10.00
	Monday, 14 Apr 2025 - 09:52 BST	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	Monday, 14 Apr 2025 - 09:52 BST	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £14.60**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#11	Monday, 14 Apr – Wednesday, 16 Apr 2025	Paper (A4 sheets)	£0.01 per sheet	<u>Analyzing Trip.com's Responses</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	200 sheets	£2.00

Monday, 14 Apr – Wednesday, 16 Apr 2025	Ink (Black Cartridge)	£20.00 per cartridge	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 cartridge	£20.00
Monday, 14 Apr – Wednesday, 16 Apr 2025	Ink (Color Cartridge)	£25.00 per cartridge	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 cartridge	£25.00
Monday, 14 Apr – Wednesday, 16 Apr 2025	Printer Maintenance	£10.00 (flat rate)	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 unit	£10.00
Monday, 14 Apr – Wednesday, 16 Apr 2025	Pens & Markers	pen costs £1.50 Each	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
Monday, 14 Apr – Wednesday, 16 Apr 2025	Stationery: highlighters, sticky notes, and folders.	£2.50 per week	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £61.00**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#12	Friday, 18 Apr 2025 - 18:52 BST	Paper (A4 sheets)	£0.01 per sheet	<u>Creating Detailed Pre-Action Reminder</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	60 sheets	£0.60
	Friday, 18 Apr 2025 - 18:52 BST	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Friday, 18 Apr 2025 - 18:52 BST	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Friday, 18 Apr 2025 - 18:52 BST	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 unit	£10.00
	Friday, 18 Apr 2025 - 18:52 BST	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	Friday, 18 Apr 2025 - 18:52 BST	Stationery: highlighters, sticky notes,	£2.50 per week		<u>Tick If Used</u> <input type="checkbox"/>	<u>Weeks:</u> 1	£2.50

	and folders.		<input checked="" type="checkbox"/>		
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**End of Items Total: £14.60**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#13	Friday, 18 Apr – Sunday, 20 Apr 2025	Paper (A4 sheets)	£0.01 per sheet	<u>Reviewing Incoming Submissions &amp; Exhibit Adjustments</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	50 sheets	£0.50
	Friday, 18 Apr – Sunday, 20 Apr 2025	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 cartridge	£20.00
	Friday, 18 Apr – Sunday, 20 Apr 2025	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input checked="" type="checkbox"/>	3 cartridges	£75.00
	Friday, 18 Apr – Sunday, 20 Apr 2025	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 unit	£10.00
	Friday, 18 Apr – Sunday, 20 Apr 2025	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	Friday, 18 Apr – Sunday, 20 Apr 2025	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £109.50**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#14	Monday, 21 Apr 2025 - 18:01 BST	Paper (A4 sheets)	£0.01 per sheet	<u>Preparing Chronological Summary for Submission</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	60 sheets	£0.60
	Monday, 21 Apr 2025 - 18:01 BST	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Monday, 21 Apr 2025 - 18:01 BST	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0

Monday, 21 Apr 2025 - 18:01 BST	Printer Maintenance	£10.00 (flat rate)	<u>Tick If Used</u> <input type="checkbox"/>	0 unit	£0
Monday, 21 Apr 2025 - 18:01 BST	Pens & Markers	pen costs £1.50 Each	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
Monday, 21 Apr 2025 - 18:01 BST	Stationery: highlighters, sticky notes, and folders.	£2.50 per week	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £4.60**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#15	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Paper (A4 sheets)	£0.01 per sheet	<b><u>Final Correspondence, Review &amp; Filing</u></b>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	60 sheets	£0.60
	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Ink (Black Cartridge)	£20.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Ink (Color Cartridge)	£25.00 per cartridge		<u>Tick If Used</u> <input type="checkbox"/>	0 cartridge	£0
	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Printer Maintenance	£10.00 (flat rate)		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 unit	£10.00
	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Pens & Markers	pen costs £1.50 Each		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1 <u>Pens:</u> 1	£1.50
	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>Weeks:</u> 1	£2.50

**End of Items Total: £14.60**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#16	Sunday, 27	Paper (A4)	£0.01 per	<b><u>Final Submission of</u></b>	<u>Tick If</u>	60 sheets	£0.60

Apr 2025	sheets)	sheet	<b><u>N1 Claim Form</u></b>	<b>Used</b> <input checked="" type="checkbox"/>		
Sunday, 27 Apr 2025	Ink (Black Cartridge)	£20.00 per cartridge		<b>Tick If Used</b> <input checked="" type="checkbox"/>	1 cartridge	£20.00
Sunday, 27 Apr 2025	Ink (Color Cartridge)	£25.00 per cartridge		<b>Tick If Used</b> <input checked="" type="checkbox"/>	1 cartridge	£25.00
Sunday, 27 Apr 2025	Printer Maintenance	£10.00 (flat rate)		<b>Tick If Used</b> <input checked="" type="checkbox"/>	1 unit	£10.00
Sunday, 27 Apr 2025	Pens & Markers	pen costs £1.50 Each		<b>Tick If Used</b> <input checked="" type="checkbox"/>	<b>Weeks:</b> 1 <b>Pens:</b> 1	£1.50
Sunday, 27 Apr 2025	Stationery: highlighters, sticky notes, and folders.	£2.50 per week		<b>Tick If Used</b> <input checked="" type="checkbox"/>	<b>Weeks:</b> 1	£2.50

**End of Items Total: £59.60**

**a. Total Ink, Paper, and Pens Usage:**

- 1) # 01: £2.00 + £8.00 + £10.00 + £3.33 + £18.00 + £20.00 = **£61.33**
- 2) # 02: £0.50 + £0 + £25.00 + £0 + £1.50 + £2.50 = **£29.50**
- 3) # 03: £0.30 + £0 + £0 + £10.00 + £1.50 + £2.50 = **£14.30**
- 4) # 04: £1.00 + £20.00 + £0 + £0 + £1.50 + £2.50 = **£25.00**
- 5) # 05: £1.20 + £0 + £25.00 + £10.00 + £1.50 + £2.50 = **£40.20**
- 6) # 06: £0.50 + £0 + £0 + £0 + £1.50 + £2.50 = **£4.50**
- 7) # 07: £0 + £0 + £0 + £0 + £1.50 + £2.50 = **£4.00**
- 8) # 08: £0.60 + £20.00 + £25.00 + £10.00 + £1.50 + £2.50 = **£59.60**
- 9) # 09: £0.40 + £0 + £0 + £0 + £1.50 + £2.50 = **£4.40**
- 10) # 10: £0.60 + £0 + £0 + £10.00 + £1.50 + £2.50 = **£14.60**
- 11) # 11: £2.00 + £20.00 + £25.00 + £10.00 + £1.50 + £2.50 = **£61.00**
- 12) # 12: £0.60 + £0 + £0 + £10.00 + £1.50 + £2.50 = **£14.60**
- 13) # 13: £0.50 + £20.00 + £75.00 + £10.00 + £1.50 + £2.50 = **£109.50**
- 14) # 14: £0.60 + £0 + £0 + £0 + £1.50 + £2.50 = **£4.60**
- 15) # 15: £0.60 + £0 + £0 + £10.00 + £1.50 + £2.50 = **£14.60**
- 16) # 16: £0.60 + £20.00 + £25.00 + £10.00 + £1.50 + £2.50 = **£59.60**
- 17) **Total:** £61.33 + £29.50 + £14.30 + £25.00 + £40.20 + £4.50 + £4.00 + £59.60 + £4.40 + £14.60 + £61.00 + £14.60 + £109.50 + £4.60 + £14.60 + £59.60 = **£560.83**

**4. Trip.com Claim – Business Fees and Internet Usage Costs:**

**a. Communication Costs:**

Item	Cost per Unit (£)
Phone Calls	£0.10 per call
Internet Usage	£2.00 per GB
Postage (Letters)	£0.85 per letter

**b. Explanation of Business Fees:**

- Virgin Media does not charge per GB because their service provides **“Unlimited Data”** for a fixed monthly fee of **“£55 per month.”** However, since this internet service is being used for **“Business Purposes,”** I apply a **“Cost Rate Per GB”** to calculate how much each liable party should pay for its usage.
- Even though Virgin does not bill this way, I treat internet usage as a **“Measurable Business Expense,”** similar to how companies charge for service consumption. Instead of simply stating **“I paid £110,”** I break down how much of that cost was **“Used By Each Claim”** using the **“Per-GB Model.”**
- Additionally, I was **“Trapped Into A Contract”** with Virgin Media Voom 600, where the service was originally priced at **“£55 Per Month.”** Since then, Virgin has **“Reduced The Price,”** and I am disputing the **“Additional Cost”** under Virgin’s terms and conditions that I am still paying.
- Between **“12th January 2025 and 10th March 2025,”** I **“Did Not Apply Business Fees”** to my invoice as a **“Goodwill Gesture.”** Despite this, I have now been forced to do so due to **“Trip.com’s Refusal”** to cover my **“Legal Fees And Additional Costs,”** even though they have **“Accepted Liability.”**
- As of **“10th March 2025,”** the rate has been set at a **“Fair Business Charge Of £4.00 Per GB”** to ensure that my service **“Generates A Return On Investment”** while covering operational costs.
- **“Cost Calculation for All Liable Parties”**

**c. Step 1: Virgin Media Cost**

- **From 12th January 2025 To 10th March 2025, “Is 58 Days In Total!”**
  - ✓ **January:** 12th to 31st → **20 days.**
  - ✓ **February:** Full month → **28 days.**
  - ✓ **March:** 1st to 10th → **10 days.**
- **From 10th March 2025 To 4th May 2025, “Is 56 Days In Total!”**
  - ✓ **March:** 10th to 31st → **22 days.**
  - ✓ **April:** Full month → **30 days.**
  - ✓ **May:** 1st to 4th → **4 days.**
- **The Newest Calculations are for the 10th of March 2025 till 04<sup>th</sup> of May 2025:**
  - 1) Monthly cost: **£55**
  - 2) Total cost for two months (**56 days**):
  - 3)  $£55 \times 2 = £110.00$

**d. Step 2: Data Usage at £4.00 per GB**

- Since the actual usage is now adjusted to **40 GB**, we calculate:

- 40 GB×£4.00 per GB = £160.00
- This ensures **£50.00 profit** while fully recovering **Virgin’s cost**.

**e. Step 3: Proportional Share Breakdown**

- Each Liable Party Is Responsible For A Percentage Of Usage:

Party	Percentage Used	GB Used	Cost (£4 per GB)
Trip.com	90%	40 GB	£160.00
Thameslink	10%	4 GB	£16.00
Dentaflly	0%	0 GB	£0.00

**f. Final Breakdown with Profit:**

- ✓ Total amount being Recovered: = £160.00
- ✓ Virgin Media Cost Recovered: £110.00
- ✓ Profit Margin Included: £50.00 at £4.00 per GB

**g. Justification For Charges:**

- “Trip.Com And Thameslink Are Paying Their Fair Share” based on actual business-related internet usage.
- “Virgin Media’s Cost Is Fully Recovered,” ensuring no personal financial burden.
- “A £50 Profit Margin Is Applied,” reflecting the administrative effort required to manage claims and handle business expenses.

**h. Trip.com’s Communication Costs Table (Phone Calls, Internet Usage, Postage-Letters.)**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#01	<u>12 January 2025 when we arrived back home.</u> till <u>12 Mar 2025 once I had completed my claim letter!</u>	Phone Calls	£0.10 per call	<u>Preliminary Review (Daily Usage)</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 call	£0.10
	<u>12 Jan – 12 Mar 2025</u>	Internet Usage	£2.00 per GB		<u>Tick If Used</u> <input checked="" type="checkbox"/>	52.49 GB	£41.93
	<u>12 Jan – 12 Mar 2025</u>	Postage (Letters)	£0.85 per letter		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £42.03**

- The communication costs for this period were **“Split Proportionally”** based on workload percentages for each claim:
  - Trip.com: 40%**
  - Southern Rail: 30%**
  - Dentaflly Clinic: 30%**
- This method ensures fairness in distributing costs. The total sum of **£105.08** was divided accordingly, considering how much time, effort, and data usage each claim required.
- For instance, internet usage was calculated by determining the **“Daily Cost Of Virgin Media (£1.81 Per Day)”** and multiplying it by the number of days in the claim period (**58 days**), resulting in **“£104.98 For Data Usage.”**
- Each claim was then assigned a **“Proportional Share”** of expenses based on workload percentages, ensuring an equitable split.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#02	Monday, 24 Feb 2025 - 10:04 GMT 10:05 GMT 15:01 GMT	Internet Usage	£2.00 per GB	<b><u>Researching Complaint Procedures</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	1 Day 1.11GB	<b><u>£2.22</u></b>
	Monday, 24 Feb 2025 - 10:04 GMT 10:05 GMT 15:01 GMT	Phone Calls	£0.10 per call	<b><u>Drafting Initial Complaint Email</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 call	<b>£0.00</b>
	Monday, 24 Feb 2025 - 10:04 GMT 10:05 GMT 15:01 GMT	Postage (Letters)	£0.00 per letter	<b><u>Preparing Comprehensive Complaint Letter</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 letters	<b>£0.00</b>

**End of Items Total: £6.00**

- For Internet usage we evenly distribute **40GB over 36 days**, we calculate:
- 40GB ÷ 36 days = 1.11GB per day**
- So, the **daily usage rate** is approximately **1.11GB per day**.
- Meaning that 1.11GB costs £4.44 at the £4.00 per GB rate.**

**#02 Formula:**

$$1.11\text{GB} \times 1 \text{ Days} = 1.11\text{GB}$$

$$£2.00 \times 1.11\text{GB} = £2.22$$

- 1<sup>st</sup> email sent this is already included in the first quote!
- 12<sup>th</sup> March 2025 stopped working on files.

Thursday, 24<sup>th</sup> of March

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#03	Monday–24 <sup>th</sup> March 2025 Till Thursday – 27 <sup>th</sup> Mar 2025	Internet Usage	£4.00 per GB	<u>Reviewing Automated Response</u>	<u>Tick If Used</u> <input type="checkbox"/>	4 Days 4.44GB	£17.76
	Monday–Thursday, 24–27 Mar 2025	Phone Calls	£0.10 per call	<u>Attempting to Contact SunExpress</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 call	£0.00
	Monday–Thursday, 24–27 Mar 2025	Postage (Letters)	£0.00 per letter	<u>Reviewing Correspondence</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**This is the new invoice Ratio of work split across the three claims for this duration.**

**Trip.com: 90%**

**Thameslink: 10%**

**Dentaflly: 0%**

**End of Items Total: £10.24**

**#03 Formula:**

**1.11GB x 4 Days = 4.44GB**

**£4.00 x 4.44GB = £17.76**

- **From Tuesday the 25<sup>th</sup> of March 2025 the new invoice starts.**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#04	Friday, 28 11:59 GMT Saturday, 29 <sup>th</sup>	Internet Usage	£4.00 per GB	<u>Sending Follow-Up Email</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 Day <u>1.11GB</u>	<u>£4.44</u>

Sunday, 30 <sup>th</sup> Monday 31 <sup>st</sup> Mar 2025 - Tuesday, 01 <sup>st</sup>						
Friday, 28 11:59 GMT Saturday, 29 <sup>th</sup> Sunday, 30 <sup>th</sup> Monday 31 <sup>st</sup> Mar 2025 - Tuesday, 01 <sup>st</sup>	Phone Calls	£0.10 per call	<u>Confirming Follow- Up Email Details</u>	<u>Tick If Used</u> <input type="checkbox"/>	0 call	£0.00
Friday, 28 11:59 GMT Saturday, 29 <sup>th</sup> Sunday, 30 <sup>th</sup> Monday 31 <sup>st</sup> Mar 2025 - Tuesday, 01 <sup>st</sup>	Postage (Letters)	£0.00 per letter	<u>Reviewing Case Files</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £2.56**

**#04 Formula:**  
1.11GB x 1 Days = 1.11GB  
£4.00 x 1.11GB = £4.44

1) **04. 04th-Sent Date: Friday 28 March 2025 at 11:59 GMT Subject:** Follow-up on Previous Correspondence From: Rewired To: [service@trip.com](mailto:service@trip.com).

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
<b>#05</b>	<b>Wednesday, 02<sup>nd</sup> Apr 2025</b> 13:46 BST 14:41 BST 16:48 BST	Internet Usage	£4.00 per GB	<u>Reviewing Advertisement Email</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	5 Days 5.55GB	£22.20
	<b>Wednesday, 02<sup>nd</sup> Apr 2025</b> 13:46 BST 14:41 BST 16:48 BST	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	2 calls	£0.20

	<b>Wednesday, 02<sup>nd</sup> Apr 2025</b> 13:46 BST 14:41 BST 16:48 BST	Postage (Letters)	£0.00 per letter	<b><u>No Postage Required</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 letters	£0.00
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**End of Items Total: £13:00**

**#05 Formula:**

$$\underline{1.11\text{GB} \times 5 \text{ Days} = 5.55\text{GB}}$$

$$\underline{\pounds 4.00 \times 5.55\text{GB} = \pounds 22.20}$$

- 1) **05. 05th-Received Date: Wednesday 2 April 2025 at 13:46 BST Email Received:**  
Advertisement from Trip.com.
- 2) **06. 06th-Made By Me, Making A Call:** MP3, I made a telephone call and
- 3) **07. 07th-Received Date: Wednesday 2 April 2025 at 16:48 BST Email Received:**  
Request to Upload Proof for Order from Trip.com.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
<b>#06</b>	<b>Thursday 03<sup>rd</sup> Friday, 04<sup>th</sup> Saturday, 05<sup>th</sup> Sunday, 06<sup>th</sup> Monday 07<sup>th</sup> Tuesday, 08<sup>th</sup> Apr 2025</b>	Internet Usage	£4.00 per GB	<b><u>Responding to Upload Proof Request</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	6 Days 6.66GB	£26.64
	<b>Wednesday, 02 Thursday 03<sup>rd</sup> Friday, 04<sup>th</sup> Saturday, 05<sup>th</sup> Sunday, 06<sup>th</sup> Monday 07<sup>th</sup> Tuesday, 08<sup>th</sup> Apr 2025</b>	Postage (Letters)	£0.00 per letter	<b><u>No Postage Required</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £15.36**

**#06 Formula:**

$$\underline{1.11\text{GB} \times 6 \text{ Days} = 6.66\text{GB}}$$

$$\underline{\pounds 4.00 \times 6.66\text{GB} = \pounds 26.64}$$

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#07	Wednesday, 09 Apr 2025 - 23:44 BST	Internet Usage	£4.00 per GB	<u>Reviewing Advertisement Email</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 Day 1.11GB	<b>£4.44</b>
	Wednesday, 09 Apr 2025 - 23:44 BST	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 call	£0.10
	Wednesday, 09 Apr 2025 - 23:44 BST	Postage (Letters)	£0.00 per letter	<u>No Postage Required</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £2.66**

**#07 Formula:**

**1.11GB x 1 Days = 1.11GB**

**£4.00 x 1.11GB = £4.44**

- 1) **08. 08th-Made MP3 09th April 2025 Time: 23:44 BST Telephone Call Made:** Call to Trip.com Customer Support.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#08	Thursday, 10 Apr 2025 00:19 BST 21:07 BST 23:17 BST	Internet Usage	£4.00 per GB	<u>Contacting Trip.com Support</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 Day 1.11GB	<b>£4.44</b>
	Thursday, 10 Apr 2025 00:19 BST 21:07 BST 23:17 BST	Phone Calls	£0.10 per call		<u>Searching Support Numbers</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 call

**End of Items Total: £2.56**

**#08 Formula:**

**1.11GB x 1 Days = 1.11GB**

**£4.00 x 1.11GB = £4.44**

- 1) **09. 09th-Received Date: Thursday 10 April 2025 at 00:19 BST Email Received:**  
Feedback Request from Trip.com regarding Booking No. 1653702646294295.
- 2) **10. 10th-Sent Date: Thursday 10 April 2025 at 21:07 BST Email Sent:** Response to Baggage Issue Inquiry – Booking No. 1653702646294295 From: Rewired To: [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com).
- 3) **11. 11th-Received-Sent Date: Thursday 10 April 2025 at 23:17 BST Email Sent:**  
Updated Claim Letter – Correct Version Attached From: Rewired To: [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com).

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#09	Friday, 11 <sup>th</sup> Saturday, 12 <sup>th</sup> Sunday, 13 <sup>th</sup> Apr 2025	Internet Usage	£4.00 per GB	<b><u>Reviewing &amp; Responding to Multiple Emails</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	<b><u>2 Days</u></b> <b><u>2.22GB</u></b>	£8.88
	Friday, 11 <sup>th</sup> Saturday, 12 <sup>th</sup> Sunday, 13 <sup>th</sup> Apr 2025	Phone Calls	£0.10 per call		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 call	£0.00
	Friday, 11 <sup>th</sup> Saturday, 12 <sup>th</sup> Sunday, 13 <sup>th</sup> Apr 2025	Postage (Letters)	£0.85 per letter		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £5.12**

**#09 Formula:**

$$\mathbf{1.11GB \times 2 \text{ Days} = 2.22GB}$$

$$\mathbf{\underline{\underline{\pounds 4.00 \times 2.22GB = \pounds 8.88}}}$$

- 1) **12. 12th-Received Date: Friday 11 April 2025 at 01:14 BST Email Received:**  
Follow-Up from Trip.com regarding Baggage Issue.
- 2) **13. 13th-Received Date: Friday 11 April 2025 at 01:18 BST:** This email from Trip.com acknowledges a complaint about a baggage issue on flights between London and Antalya. They are apologizing for the inconvenience and requesting proof of the extra baggage fees paid, "**£40.00 at Gatwick (Exhibit D) and £69.63 at Antalya (Exhibit J.)**" to investigate the case further. However, they have overlooked the receipts that were already attached to the original claim letter, causing unnecessary

delays. Their failure to carefully review the submission suggests a lack of thoroughness in handling the case. Essentially, they are requesting documentation that has already been provided, making it necessary to reassert that the claim was submitted correctly along with the necessary evidence.

- 3) **14. 14th-Received Date: Saturday 12 April 2025 at 01:49 BST Email Received:** Final Follow-Up from Trip.com, mentioning case closure if no response is received.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#10	Monday, 14 <sup>th</sup> Apr 2025 - 09:52 BST	Internet Usage	£4.00 per GB	<b><u>Drafting "Pre-Action Reminder"</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	<b><u>2 Days</u></b> <b><u>2.22GB</u></b>	£8.88
	Monday, 14 <sup>th</sup> Apr 2025 - 09:52 BST	Phone Calls	£0.10 per call		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 call	£0.00
	Monday, 14 <sup>th</sup> Apr 2025 - 09:52 BST 15 <sup>th</sup>	Postage (Letters)	£0.85 per letter		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £5.12**

#10 **Formula:**

$$\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$$

$$\underline{£4.00 \times 2.22\text{GB}} = £8.88$$

- 1) **15. 15th-Sent Date: Monday 14 April 2025 at 09:52 BST Email Sent:** Follow-Up on Claim Submission with Attachments Provided From: Rewired To: [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com).
- 2) **16th-Received Monday, 14 April 2025 at 11:50 BST:** Trip.com followed up, acknowledging receipt of attachments related to this claim and confirming that the documents would be reviewed to progress the case further.
- 3) **17th-Received Tuesday, 15 April 2025 at 08:44 BST:** I received a reminder from Trip.com requesting clarification and additional proof regarding this submitted claim. This email stressed the need for a timely response.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#11	Tuesday, 15 <sup>th</sup> Wednesday, 16 <sup>th</sup> Thursday 17 <sup>th</sup> Apr 2025	Internet Usage	£4.00 per GB	<u>Analyzing Trip.com's Responses</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>2 Days</u> <u>2.22GB</u>	£8.88
	Monday, 14 <sup>th</sup> Tuesday, 15 <sup>th</sup> Wednesday, 16 <sup>th</sup> Thursday 17 <sup>th</sup> Apr 2025	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 call	£0.00
	Monday, 14 <sup>th</sup> Tuesday, 15 <sup>th</sup> Wednesday, 16 <sup>th</sup> Thursday 17 <sup>th</sup> Apr 2025  17 <sup>th</sup>	Postage (Letters)	£0.85 per letter		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £5.12**

**#11 Formula:**

$$\underline{1.11\text{GB}} \times \underline{2 \text{ Days}} = 2.22\text{GB}$$

$$\underline{£4.00} \times \underline{2.22\text{GB}} = £8.88$$

- 1) **18th-Sent Wednesday, 16 April 2025 at 12:33 BST Email Sent: Subject:**  
Supplementary Documents for Case Review From: re\_wired@ymail.com To: en\_flightservice@trip.com Details: Submission of additional supporting documents, including updated receipts.
- 2) **19th-Received Wednesday, 16 April 2025 at 19:34 BST Email Received: Subject:**  
Confirmation of Receipt of Additional Documents From: en\_flightservice@trip.com To: re\_wired@ymail.com Details: Confirmation that the supplementary documents have been received, and review is ongoing.
- 3) **20th-Received Thursday, 17 April 2025 at 13:54 BST:** Trip.com responded with a clarification email, highlighting specific areas that needed further details or corrections to ensure full review of this case.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#12	Friday, 18 Apr 2025 - 18:52 BST	Internet Usage	£4.00 per GB	<b>Creating Detailed Pre-Action Reminder</b>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>2 Days</u> <u>2.22GB</u>	£8.88
	Friday, 18 Apr 2025 - 18:52 BST	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 call	£0.00
	Friday, 18 Apr 2025 - 18:52 BST 19 <sup>th</sup>	Postage (Letters)	£0.85 per letter		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £5.12**

**#12 Formula:**

$$\mathbf{1.11GB \times 2 \text{ Days} = 2.22GB}$$

$$\mathbf{\underline{\underline{\pounds 4.00 \times 2.22GB = \pounds 8.88}}}$$

- 1) **21st-Received Friday, 18 April 2025 at 18:46 BST Email Received:** Case escalation notice from a senior team member at Trip.com who was assigned to oversee the resolution of the case, indicating progression in the review process.
- 2) **22nd-Received Friday, 18 April 2025 at 18:52 BST:** I received a **“Telephone Call From Trip.Com,”** during which the senior case manager discussed additional confirmation of myself for certain expenses, still.
- 3) **23rd-Received Friday, 18 April 2025 at 18:52 BST:** Another follow-up email from Trip.com reiterated the information shared during the phone call, stating that they do not accept liability. O with a member of staff, it became evident that the claims and accusations were being manipulated, and that the information provided was being misleading, diverting attention away from the true nature of the claims.
- 4) **24th-Received Friday, 18 April 2025 at 23:58 BST:** Trip.com confirmed receipt of the information I provided them, both via email and over the phone. I was unhappy with how the case was being manipulated during the phone call and requested an email confirming our conversation. However, the email sent to me does not reflect the details I explained nor address my request for a copy of the telephone call recording. Instead, it manipulates the facts in my claim letter to avoid liability. While thanking me for my cooperation and promising a decision soon, the email disregards the key points I raised and highlights Trip.com's attempt to shift responsibility unfairly.

5) **25th-Received Saturday, 19 April 2025 at 19:45 BST:** While drafting my response, which I posted on my disclosed website, I received an email from Trip.com's Customer Success Team. The email clarified their stance regarding liability for reimbursement of the claim but still failed to address the original payment for the lost baggage and the additional costs incurred.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#13	Saturday, 19 Apr – Sunday, 20 Apr 2025	Internet Usage	£4.00 per GB	<b><u>Reviewing Incoming Submissions &amp; Exhibit Adjustments</u></b>	<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	<b><u>2 Days</u></b> <b><u>2.22GB</u></b>	£8.88
	Saturday, 19 Apr – Sunday, 20 Apr 2025	Phone Calls	£0.10 per call		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 call	£0.00
	Saturday, 19 Apr – Sunday, 20 Apr 2025	Postage (Letters)	£0.85 per letter		<b><u>Tick If Used</u></b> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £5.12**

**#13 Formula:**

$$\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$$

$$\underline{£4.00 \times 2.22\text{GB}} = £8.88$$

- 1) **26th-Received Sunday, 20 April 2025 at 17:01 BST:** I received an email informing me that a member of Trip.com staff had attempted to call me regarding the partial payment they agreed to provide. At that time, I was still preparing a detailed response to Trip.com, highlighting their price guarantee and formally requesting reimbursement for my additional losses.
- 2) **27th-Received Sunday, 20 April 2025 at 17:07 BST:** I received another Follow-up email in regard to the missed telephone call.
- 3) **28th-Received Sunday, 20 April 2025 at 23:03 BST:** Trip.com asked me by way of email to provide Feedback on my experience to which I am still responding.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#14	Monday, 21 Apr 2025 - 18:01 BST	Internet Usage	£4.00 per GB	<u>Preparing Chronological Summary for Submission</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	1 Day 1.11GB	<u>£4.44</u>
	Monday, 21 Apr 2025 - 18:01 BST	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 call	£0.00
	Monday, 21 Apr 2025 - 18:01 BST	Postage (Letters)	£0.85 per letter		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00

**End of Items Total: £2.56**

**#14 Formula:**

$$\mathbf{1.11GB \times 1 \text{ Days} = 1.11GB}$$

$$\mathbf{\underline{\underline{£4.00 \times 1.11GB = £4.44}}}$$

- 1) **29th-Sent Monday, 21 April 2025 at 18:01 BST:** I submitted a comprehensive response to Trip.com’s requests, addressing all points of clarification and providing additional evidence as required. In my response, I also emphasised the importance of Trip.com’s compliance with their own policies, including the **“Customer Service Guarantee And Advance Compensation Policy.”**

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#15	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Internet Usage	£4.00 per GB	<u>Final Correspondence, Review &amp; Filing</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	<u>2 Days</u> <u>2.22GB</u>	£8.88
	Tuesday, 22 Apr – Wednesday, 23 Apr 2025	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 call	£0.00

Tuesday, 22  
Apr –  
Wednesday,  
23 Apr 2025

Postage  
(Letters)

£0.85  
per  
letter

Tick If  
Used

0 letters

£0.00

**End of Items Total: £5.12**

**#15 Formula:**

**1.11GB x 2 Days = 2.22GB**

**£4.00 x 2.22GB = £8.88**

- 1) **30th-Received Tuesday, 22 April 2025 at 00:11 BST:** Trip.com acknowledged receipt of my response regarding baggage fees and their “Customer Service Guarantee and Advance Compensation Policy,” but they refused to comply. Trip.com informed me that only the baggage fees paid at the airports (£40 at London Gatwick and £69.63 at Antalya) are refundable—not what was paid through their website—and that they will not refund my cost to Luton airport. They did not take any responsibility for the stress I faced, nor for the legal effort it took to get them to accept liability for the cause of the claim problems. Trip.com staff also asked me to confirm whether I would accept this as the only plausible refund offer.
- 2) **31st-Received Wednesday, 23 April 2025 at 00:53 BST:** Trip.com sent an email regarding my compensation claim. While acknowledging liability for the situation, the email failed to offer reimbursement for the complete losses I have incurred. Instead, it requested that I accept their current offer as it stands. Additionally, the email indicated that they are awaiting a reply from me to confirm my acceptance before proceeding further. In response, I have been diligently drafting my **“Next Email,”** including the **“Pre-Action Conduct Letter”** and **“N1 Claim Form,”** to address the need for **“Recalculating The Complete Settlement”** and ensuring that all consequential losses are fully accounted for, if the **“Pre-Action Conduct Letter”** is not adhered towards.
- 3) **32nd-Received Wednesday, 23 April 2025 at 00:59 BST:** I received a duplicate breakdown of the partially approved reimbursement, including amounts to be compensated.
- 4) **33rd-Received Wednesday, 23 April 2025 at 23:25 BST:** While I was drafting notes to be agreed upon for the reimbursement of compensation, pending Trip.com's compliance with their own terms and legal obligations for a fair resolution of the claim, Trip.com requested feedback from me again.

Item Number	Date & Time	Item	Cost per Unit (£)	Task	Item Used	Quantity	Total (£)
#16	Sunday, 27 Apr 2025	Internet Usage	£4.00 per GB	<u>Final Submission of N1 Claim Form</u> <u>Multiple Emails</u>	<u>Tick If Used</u> <input checked="" type="checkbox"/>	4 Days 2.56GB	£10.24
	Sunday, 27 Apr 2025	Phone Calls	£0.10 per call		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 call	£0.00
	Sunday, 27 Apr 2025	Postage (Letters)	£0.85 per letter		<u>Tick If Used</u> <input checked="" type="checkbox"/>	0 letters	£0.00
<b>End of Items Total: £5.12</b>							
<b>#16 Formula:</b> $1.11\text{GB} \times 4 \text{ Days} = 4.44\text{GB}$ $£4.00 \times 4.44\text{GB} = £17.76$							

i. Total Communication Costs:

Category	Total Quantity	Cost (£)
Phone Calls	3	£0.30
Internet Usage	40GB	£160.54
Postage (Letters)	0 letters	£0

▪ Grand Total: £160.84

5. Totals Breakdown:

a. #03 Formula:

- $1.11\text{GB} \times 4 \text{ Days} = 4.44\text{GB}$
- $£4.00 \times 4.44\text{GB} = £17.76$

b. #04 Formula:

- $1.11\text{GB} \times 1 \text{ Days} = 1.11\text{GB}$
- $£4.00 \times 1.11\text{GB} = £4.44$

c. #05 Formula:

- $1.11\text{GB} \times 5 \text{ Days} = 5.55\text{GB}$
- $£4.00 \times 5.55\text{GB} = £22.20$

d. #06 Formula:

- $1.11\text{GB} \times 6 \text{ Days} = 6.66\text{GB}$
- $£4.00 \times 6.66\text{GB} = £26.64$

e. **#07 Formula:**

- $\underline{1.11\text{GB} \times 1 \text{ Days}} = 1.11\text{GB}$
- $\underline{\pounds 4.00 \times 1.11\text{GB}} = \pounds 4.44$

f. **#08 Formula:**

- $\underline{1.11\text{GB} \times 1 \text{ Days}} = 1.11\text{GB}$
- $\underline{\pounds 4.00 \times 1.11\text{GB}} = \pounds 4.44$

g. **#09 Formula:**

- $\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$
- $\underline{\pounds 4.00 \times 2.22\text{GB}} = \pounds 8.88$

h. **#10 Formula:**

- $\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$
- $\underline{\pounds 4.00 \times 2.22\text{GB}} = \pounds 8.88$

i. **#11 Formula:**

- $\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$
- $\underline{\pounds 4.00 \times 2.22\text{GB}} = \pounds 8.88$

j. **#12 Formula:**

- $\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$
- $\underline{\pounds 4.00 \times 2.22\text{GB}} = \pounds 8.88$

k. **#13 Formula:**

- $\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$
- $\underline{\pounds 4.00 \times 2.22\text{GB}} = \pounds 8.88$

l. **#14 Formula:**

- $\underline{1.11\text{GB} \times 1 \text{ Days}} = 1.11\text{GB}$
- $\underline{\pounds 4.00 \times 1.11\text{GB}} = \pounds 4.44$

m. **#15 Formula:**

- $\underline{1.11\text{GB} \times 2 \text{ Days}} = 2.22\text{GB}$
- $\underline{\pounds 4.00 \times 2.22\text{GB}} = \pounds 8.88$

n. **#16 Formula:**

- $\underline{1.11\text{GB} \times 4 \text{ Days}} = 4.44\text{GB}$
- $\underline{\pounds 4.00 \times 4.44\text{GB}} = \pounds 17.76$

o. **Total Days:**

- 36

p. **Total GB used:**

- 4.44GB + 1.11GB + 5.55GB + 6.66GB + 1.11GB + 1.11GB + 2.22GB + 2.22GB + 2.22GB + 2.22GB + 2.22GB + 1.11GB + 2.22GB + 4.44GB = 40GB

q. **Total Amount:**

- £17.76 + £4.44 + £22.20 + £26.64 + £4.44 + £4.44 + £8.88 + £8.88 + £8.88 + £8.88 + £8.88 + £4.44 + £8.88 + £17.76 + £00.30 for calls = £160.84

r. **Expenses Totals for New Period:**

- **Expenses:** Electricity Costs £268.57
- **Expenses:** Stationary: Ink, Paper, and Pens Usage £560.83
- **Expenses:** Communication Costs £160.84
- **Total:** £268.57 + £560.83 + £160.84 = £990.24
- +
- **Legal Fees Grand Total, without Expenses:** £20,194.32
- **Legal Fees Grand Total, with Expenses:** £20,194.32 + £990.24 = £21,184.56

1. **Based On The Provided Content And Our Calculations, We Have Outlined The Following Breakdown Of Costs:**

- Legal Fees with Expenses :** £21,184.56 – Matches your detailed calculations from earlier entries.
- Client Expenses:** £621.75 – This figure is clearly detailed under the “Total Client Expenses” section of the webpage.
- Analysis Fees:** £8,500.00 – Consistent with the listed amount for structured investigation costs.
- Stress Compensation:** £5,000.00 – Documented at £50/day for 100 days, totaling £5,000.
  - **Grand Total:** £21,184.56 + £621.75 + £8,500.00 + £5,000.00 = **Final Total: £35,306.31**

2. **Final Invoice Summary:**

<u>Category</u>	<u>Amount (£)</u>
<b><u>Legal Fees</u></b> (620.12 hours @ £24.70/hour)	<u>£20,194.32</u>
<b><u>Solicitors’ Expenses</u></b>	<u>£990.24</u>
<b><u>Analysis Fees</u></b>	<u>£8,500.00</u>
<b><u>Client Stress Fees</u></b> (100 days @ £50/day) till the <u>21/04/2025.</u>	<u>£5,000.00</u>
<b><u>Price Guarantee</u></b> “Pre-Approved Holiday Compensation”	
<b><u>Other Compensation (Flights, Taxi, Baggage, Food, Hotel, E.g.)</u></b>	
<b><u>Exhibit Reference: A, F, G.</u></b> “Trip.com Invoice of Purchases.” <u>£216.90</u>	
<b><u>Exhibit Reference: B.</u></b> “Taxi Costs” <u>£51.50</u>	
<b><u>Exhibit Reference: C.</u></b> “Omio Train Tickets” <u>£53.40</u>	
<b><u>Exhibit Reference: D.</u></b> “EasyJet Baggage Charge” <u>£40.00</u>	
<b><u>Exhibit Reference: H.</u></b> “Additionally Transportation” <u>£46.00</u>	
<b><u>Exhibit Reference: I.</u></b> “Food & Drink Expenses” <u>£23.00</u>	
<b><u>Exhibit Reference: L.</u></b> “Hotel Costs” <u>£120.32</u>	
<b><u>Exhibit Reference: J.</u></b> “Antalya Airport Baggage Charge” <u>£69.63</u>	
<b><u>Grand Total</u></b>	<u>£35,306.31</u>

### 3. Our Notes:

- a. The **“383 Hours”** reflect time spent from **“12<sup>th</sup> of January 2025 To 12<sup>th</sup> of March 2025,”** as confirmed in **“Email 15, Section 07.”**
- b. All subsequent tasks (**Emails 1–31**) and their respective time allocations are calculated in addition to the 383 hours.
- c. From March **10<sup>th</sup> of March 2025** till the **04<sup>th</sup> of May 2025**, a total of **“56 days”**, have passed, during which **“620.12 hours”** were spent working as a litigant on the Trip.com official case files.
- d. The **“MP3 Recordings”** reflect the effort needed to document and extract actionable points from verbal correspondence.

### 1. Legal Precedent for Recovering Costs in Public Interest Litigation:

- One compelling example of successfully claiming legal costs and expenses is **“R (Unison) v Lord Chancellor [2017] UKSC 51.”** In this landmark Supreme Court case, **“Unison,”** a trade union, challenged the introduction of **“Employment Tribunal Fees,”** arguing that they unlawfully restricted **“Access To Justice.”** The Supreme Court ruled in favor of Unison, declaring the fees **“Unlawful”** and striking down the legislation that introduced them.
- This ruling reinforced the principle that litigants forced to challenge **“Unfair Policies”** should not be burdened with financial barriers that prevent them from seeking justice. As the **winning party**, Unison was entitled to claim, **“Legal Costs”** and **“Expenses Incurred”** throughout the case, including **“Solicitor And Barrister Fees,”** expert analysis costs, and other associated expenses.
- The significance of this case lies in its clear recognition of how procedural failures by institutions can necessitate litigation. As such, the precedent **“Supports Claims For Legal Costs”** where claimants, acting **“In Good Faith,”** are forced to engage in complex legal action due to a defendant's refusal to resolve disputes fairly. This aligns directly with the **“Civil Procedure Rules (CPR) 46.5,”** which entitle litigants-in-person to claim **“Reasonable Costs”** associated with preparing and pursuing their case.

### 1. Reimbursement Request & Next Steps:

- Given the **“Lack Of Clarity”** during booking and **“Misalignment”** between Trip.com’s itinerary details and EasyJet’s enforcement, I request a formal review of my claim for reimbursement. Specifically, I request compensation for the additional charges paid due to incorrect baggage classification:
  - a. **Direct Financial Losses Incurred:**
    - These costs are a direct consequence of Trip.com's misleading booking system and EasyJet’s failure to recognize the added carry-on baggage allowance at check-in.
  - b. **Original Website Fees:**
    - Additional Baggage:
    - Seats:
  - c. **Airports Baggage Fees Paid, Due to Misrepresentation:**
    - **£40.00 at Gatwick Airport:** Forced to pay for checked baggage due to EasyJet staff incorrectly claiming no baggage was attached to the booking.
    - **£69.63 at Antalya Airport:** Additional unexpected baggage cost upon return flight due to same

misclassification issue.

**d. Additional Expenses Caused by the Missed Flight:**

- **£46.00 Train fare (Gatwick → Luton):** Incurred to rebook after EasyJet refused boarding.
- **£23.00 Food expenses (Luton Airport):** Cost incurred while awaiting new travel arrangements.
- **£120.32 Hotel accommodation:** Required due to missed flight and forced rebooking.

**e. Stress, Disruption & Emotional Distress Compensation:**

- **Stress Fees:** Beyond direct financial losses, Trip.com's "**Negligent Handling, Misleading Booking Process, And Repeated Refusal To Properly Investigate**" have led to significant stress, inconvenience, and financial strain. **£50.00 Daily inconvenience rate (starting from 20 March 2025):** Ongoing personal disruption caused by handling the claim.
- **Legal Fees and Expenses incurred: £25,110.00 Legal Fees:** Costs related to advocacy, research, correspondence, and case preparation.

**f. Accountability for Misleading Consumer Practices:**

- **Trip.Com Knowingly Misrepresented Baggage Policies:** through deceptive website layouts and visual elements, **forcing unnecessary purchases.**
- **They Failed To Provide A Clear, Verifiable Booking Itinerary,** resulting in contradictions with EasyJet staff and forcing additional payments.
- **Their Responses Continuously Avoid Key Findings,** causing unnecessary delays, which contributed to financial, emotional, and logistical distress.

I urge you to reconsider your decision and take responsibility for the misleading presentation of baggage details on your booking platform, which contributed to significant financial and logistical disruption. Kindly review my claim again and provide a fair resolution.

I look forward to your response.

Best regards, Mr. Simon Paul Cordell

**P.S.**

Here is a consolidated list of all the key issues that Trip.com has "**Either Avoided Or Misrepresented**" in their responses:

**Checklist of Unresolved Issues in Trip.com's Responses:**

**a. Misleading Baggage Information During Booking:**

- **Issue:** Trip.com's website implied that carry-on baggage was included, but EasyJet staff later claimed, "**No Baggage Was Associated With The Booking.**"
- **Impact:** This led to last-minute confusion at the airport.
- **Previously Mentioned In:**
  - 1) Complaint Letter (Booking Process Section)
  - 2) Emails on 10 & 14 April 2025

**b. Contradictory Information from Airline Staff at the Airport:**

- **Issue:** Different EasyJet staff members gave “**Conflicting Instructions**” on whether my bags was acceptable.
- **Impact:** Led to wasted time, extra costs, and ultimately missing my flight.
- **Previously Mentioned In:**
  - 1) Complaint Letter (Exhibit E – EasyJet Supervisor’s Response)
  - 2) Email on 28 March 2025

**c. Confusion Caused by Inconsistent Itinerary Details:**

- **Issue:** Your itinerary “**Did Not Reflect The Added Carry-On Baggage,**” causing rejection by EasyJet staff.
- **Impact:** Forced unnecessary payments for checked baggage.
- **Previously Mentioned In:**
  - 1) Emails on 10 & 14 April 2025

**d. Unjustified Airport Charges for Baggage:**

- **Issue:** You were charged “**£40 at Gatwick**” and “**£69.63 at Antalya**” due to misleading baggage policies.
- **Impact:** Financial loss caused by lack of clear booking information.
- **Previously Mentioned In:**
  - 1) Complaint Letter (Exhibits D & J)
  - 2) Emails with Trip.com (Karl & Jobert, 10–12 April 2025)

**e. Misrepresentation of Why the Flight Was Missed:**

- **Issue:** Trip.com claims my flight was missed due to “**Travel Document Issues,**” ignoring that it was about the baggage dispute.
- **Impact:** Deflects responsibility for misleading baggage handling.
- **Previously Mentioned In:**
  - 1) Email on 17 April 2025
  - 2) Complaint Letter (Journey Details Section)

**f. Failure to Assign a Resolute Caseworker:**

- **Issue:** Multiple requests for “**A Resolute Caseworker**” to oversee my complaint were ignored.
- **Impact:** No streamlined resolution or accountability.
- **Previously Mentioned In:**
  - 1) Email on 24 March 2025
  - 2) Follow-up on 28 March 2025

**g. Lack of Transparency in Baggage Policy Links:**

- **Issue:** Trip.com “**Did Not Provide Direct Airline Policy Links**” before purchase, leading to assumptions about baggage inclusion.
- **Impact:** Created confusion about what was actually included.
- **Previously Mentioned In:**
  - 1) Complaint Letter (Booking Experience Section)
  - 2) Email on 10 April 2025

**h. Misleading Use of Images to Push Baggage Fees:**

- **Issue: Booking platforms—including Trip.com—use deceptive practices to misrepresent baggage policies.**
  - Passengers are manipulated into believing they must **“Pay For Any Suitcase,”** even when airline policies allow certain personal and carry-on baggage at no extra cost. This practice results in **“Unnecessary Spending”** and confusion at check-in.
- **How Manipulation is Achieved:**
  - 1. Misleading Visual Aids**
    - Booking platforms **“Deliberately Depict Only Rucksacks”** as acceptable personal items on flights.
    - This **“Excludes Suitcases”** from visual representations, **“Creating The False Impression”** that passengers must pay extra to bring standard carry-on baggage.
  - i. **Lack of Clear Text-Based Descriptions:**
    - **“No Clear Statements”** explaining that **“Small, Medium-Sized, And Large Suitcases”** can qualify as personal or carry-on baggage under most airline policies.
    - This omission **“Leads Passengers To Assume They Cannot Bring A Suitcase Without Paying An Additional Fee.”**
  - j. **The Reality: Airline Policies vs. Booking Site Representations:**
    - **“99% Of Airlines Allow A Broad Range Of Personal Items,”** including different sizes of suitcases, as long as they meet **“Weight And Size Regulations.”**
    - **“Trip.Com And Similar Platforms Misrepresent These Policies,”** leading consumers to believe restrictions exist when they do not.
  - k. **Uniform Manipulation Across Travel Platforms:**
    - The **“Systematic Use”** of misleading visuals and ambiguous descriptions is **“Consistent Across Multiple Booking Agents.”**
    - This creates **“Widespread Confusion,”** compelling passengers to **“Purchase Baggage They Might Not Actually Need.”**
  - l. **Contradictory Information on EasyJet’s Website & Video:**
    - **“EasyJet’s Official Baggage Policy Does Not Require Passengers To Pay For Carry-On Suitcases”** if they fit within the airline’s specified dimensions.
    - However, **“Trip.com’s Interface Displays Contradictory Baggage Requirements”** that mislead customers into believing additional baggage fees are mandatory.
    - A **“Specific Video On EasyJet’s Website”** intended to clarify baggage rules **“Was Unavailable,”** yet its content **“Still Exists And Contradicts What Was Presented At Booking.”**
      - 1) **Extract from EasyJet Video:** Exhibit A1 (referenced)
      - 2) **Archived URL:** [horrific-corruption-files.webhop.me/PNC66/1..PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.Trip Com And Airlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/](https://horrific-corruption-files.webhop.me/PNC66/1..PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.Trip%20Com%20And%20Airlines-Claim-PartSent/00.Cabin-Bags-Explained-EasyJet-27-02-25/)
  - **Conclusion:**

Trip.com and other platforms **“Intentionally Mislead Consumers By Manipulating Visuals And Policy Descriptions,”** resulting in passengers **“Wrongly Believing They Must Pay For A Suitcase.”** The

inconsistencies between **“EasyJet’s Official Policy, Trip.com’s Booking Interface, And The Missing Yet Contradictory Video Evidence Further Reinforce The Deceptive Nature Of These Practices.”**

#### **10. Opaque Revenue Model for Baggage Fees:**

- **Issue:** Trip.com **“Prioritise Baggage Fees As A Separate Revenue Stream”** rather than aligning with airline policies.
- **Impact:** Customers may **“Unnecessarily”** pay for luggage that should be included.
- **Previously Mentioned In:**
  - Complaint Letter (Baggage Revenue Analysis)
  - Email on 24 February 2025

#### **11. Repetitive Excuses Instead of Proper Review:**

- **Issue:** Trip.com continually uses **“Generic Responses”** about baggage policies instead of directly addressing your concerns.
- **Impact:** Prevents a **“Proper Investigation”** into misleading booking details.
- **Previously Mentioned In:**
  - All Follow-up Emails (Feb–Apr 2025)
  - Latest Email (17 April 2025)

#### **12. Hidden Taxes and Fees:**

- Are complained about as documented in the original claim letter!

For further details of the courts [www.gov.uk/find-court-tribunal](http://www.gov.uk/find-court-tribunal).

When corresponding with the Court, please address forms or letters to the Manager and always quote the claim number.

N1 Claim form (CPR Part 7) (06.22)

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#### **35. 35<sup>th</sup>-Received**

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 01:43 BST

The logo for Trip.com, featuring the word "Trip" in blue and ".com" in orange.

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

Re: Trip.com: About your feedback for Booking No. 1653702646294295  
(Case No. 46906014)

From: Rewired Rewired (re\_wired@ymail.com)

To: en\_flightservice@trip.com

Date: Thursday 8 May 2025 at 10:57 BST

### **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**

**37. 37<sup>th</sup>-Received**

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

**Trip.com**

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 2448 hours.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

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**Great deals with reliable service**

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.

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Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

**38. 38<sup>th</sup>-Received**

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 15 May 2025 at 03:15 BST

**Trip.com**

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Dear Simon,

Thank you for your patience.

Per our previous communication, we have double verified with the airline and fact is that.

Upon thorough verification, we confirm that you purchased one piece of carry baggage for your outbound journey(One way: London-Antalya). 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 checked-in baggage for the new flight, which resulted in additional charges.

For the return flight, One way: Antalya-London, you did not add any of the luggage from Trip.com and there was no any baggage included on the ticket.

However, we still like to offer you the fees you added the baggage at the airport which are as follow as the gesture of the goodwill:

1. £40.00 – Paid at Gatwick Airport: (Exhibit D)
2. £69.63 – Paid at Antalya Airport : (Exhibit J,)

Your acceptance will be serve the full settlement of the case, we are looking forward to your reply soon.

Best Regards,

Joy

Customer Success Team

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**Great deals with reliable service**

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.

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Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

**39. 39<sup>th</sup>-Sent**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

From: Rewired (re\_wired@ymail.com)

To: en\_flightservice@trip.com

Date: Friday 16 May 2025 at 10:42 BST

**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)**
- £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.**

Here is a comprehensive list of the correspondence along with the Representatives who managed each message.

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-02-04-251655.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.)**

**Kind regards, Simon Paul Cordell**

#### **40. 40<sup>th</sup>-Received**

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 16 May 2025 at 13:22 BST



Dear Simon,

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

Per our previous communication, we have double verified with the airline and fact is that.

Upon thorough verification, we confirm that you purchased one piece of carry baggage for your outbound journey(One way: London-Antalya). 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 checked-in baggage for the new flight, which resulted in additional charges.

For the return flight, One way: Antalya-London, you did not add any of the luggage from Trip.com and there was no any baggage included on the ticket.

However, we still like to offer you the fees you added the baggage at the airport which are as follow as the gesture of the goodwill:

1. £40.00 – Paid at Gatwick Airport: (Exhibit D)
2. £69.63 – Paid at Antalya Airport : (Exhibit J,)

Your acceptance will serve the full settlement of the case, we are looking forward to your reply soon.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

---

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**41. 41<sup>st</sup>-Sent**

Re: Trip.com: About your feedback for Booking No. 1653702646294295  
(Case No. 46906014)

From: Rewired (re\_wired@ymail.com)

To: en\_flightservice@trip.com

Date: Friday 16 May 2025 at 19:25 BST

**Response to Trip.com: Addressing Misrepresentation & Reaffirming Legal Action**

**Subject:** Urgent Response – Misrepresentation of Facts & Final Warning Before Legal Escalation

Dear Trip.com Customer Success Team,

Your latest email “**Fails To Accurately Reflect My Claim**” and continues to “**Misrepresent Critical Details Regarding My Travel Experience And Incurred Costs.**” This is precisely why I requested a “**formal telephone meeting**” to ensure clarity and prevent further misinterpretation.

**Key Corrections to Your Account of Events:**

- **Check-in Denial & Payment Duplication:** Upon arrival at the first airport, I was “**Denied Check-In Despite Paying Baggage Fees,**” forcing me to “**Pay Again**” before proceeding.
- **Missed Flight Due to Incorrect Handling:** Despite completing payment, I was “**Delayed at The Departure Gate**” and missed the flight.

**Forced Rebooking & Additional Charges:** The airport manager “**incorrectly claimed I had not paid,**” leading to “**A Dispute Where I Had to Provide Proof of Double Payment**” before being rebooked.

**Trip.com’s Handling Remains Inconsistent:** Your team has “**Failed to Fairly Respond to Each Aspect of My Last Claim, Ignoring Key Expenses and Damages Incurred Due To Your Booking System Failures.**”

**Legal Standpoint – Acknowledged Compensation vs. Outstanding Claims**

I previously informed “**Ray**” that I was prepared to accept the reimbursement for:

✓ **£40.00:** Paid at Gatwick Airport (Exhibit D)

✓ **£69.63:** Paid at Antalya Airport (Exhibit J)

This acceptance was made “**Without Prejudice**” before “**31st-Received On 23 April 2025,**” yet Trip.com has attempted to “**Frame Compensation As A Goodwill Gesture Rather Than An Acknowledgment Of Liability.**”

In response, I have continued “**Drafting My Pre-Action Conduct Letter And N1 Claim Form,**” ensuring that if my request for “**Full Reimbursement And Procedural Compliance**” is ignored, the case will be escalated to court for a judge to finalise the matters.

**Final Warning Before Escalation:**

Trip.com must:

1. **Acknowledge And Address Each Point Of My Claim Accurately:** by reply to each section of my prior email with an answer rather than attempting to “**Rewrite Events To Avoid Responsibility.**”
2. **Provide A Direct Response To Each Financial Loss Documented:** including litigant fees and consequential damages.
3. **Arrange A Formal Phone Meeting:** to ensure no further misrepresentation of facts before “**legal proceedings commence.**”

If Trip.com fails to “**Respond Appropriately Within 72 Hours,**” I will “**Proceed With Formal Legal Action,**” including an official disclosure request under “**CPR 31.12.**”

I urge Trip.com to take this opportunity to resolve the matter correctly and avoid unnecessary litigation.

**Best regards,** Simon Paul Cordell

**42. 42<sup>nd</sup>-Received**

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 16 May 2025 at 19:30 BST

**Trip.com**

Dear Simon,

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

Kindly be informed that your reply is well received and we will try to check and get back to you in the next 24 to 72 hours with possible update. Thank you.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

---

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### **43. 43rd-Received**

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: Monday 19 May 2025 at 13:45 BST



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Dear Simon,

Thank you for your patience and understanding.

Please find attached for your reference.

Please do not hesitate to contact us via call, chat or just simply reply to the E-mail if you have any problems.

Best Regards,

Joy

Customer Success Team

---

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**Trip.com Group – Legal Department**

To: Mr. Simon Paul Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Subject: Response to Pre-Action Letter – Booking Ref. 1653702646294295

**Without prejudice (save as to costs)**

Dear Mr. Cordell,

We acknowledge receipt of your letter dated 25 April 2025, accompanied by an N1 Claim Form titled “Failure to Honor Compensation Policies & Disclosure Request” under the Pre-Action Protocol for Civil Claims.

This response is made without prejudice and strictly under protest. We take this opportunity to address your correspondence, and set out why, in our view, your claims are **entirely without legal foundation and grossly disproportionate in both scope and value.**

#### Incorrect Legal Entity and Jurisdiction

First and foremost, your letter is addressed to several entities that are not proper legal persons or contracting parties under the booking in question. The relevant booking was made via **Trip.com Travel Singapore Pte. Ltd.**, which is a Singaporean company. As such:

- Your correspondence directed to “Trip.com Customer Success Team” and “Trip.com Headquarters” is procedurally invalid.
- Any litigation would need to be brought (and properly served) against the **correct contracting party** and **within the proper jurisdiction**, which is **not the UK** under the current agreement.

We further note that your correspondence dated 25 April 2025, while purporting to be a pre-action notice under the Civil Procedure Rules, does not conform to the **Pre-Action Protocol for Civil Claims**. It fails to provide a clear and valid name or legal entity as defendant, does not identify the correct contracting party, and omits any express indication of how a formal response should be submitted. While a 14-day deadline is mentioned, no specific address for service or confirmation of consent to email service is provided. Nonetheless, we are responding **by email to the address and contact information listed** in your letter. This response is made without prejudice to our position on jurisdiction and liability.

#### Clarification of the Booking and Platform Functionality

We have conducted a full internal review of your booking (Ref. 1653702646294295). We note the following facts:

- Baggage was correctly selected and confirmed **only for one leg** of your journey.
- Our booking system clearly prompts customers to review baggage for **each flight segment**, with visual and textual instructions.
- The booking confirmation email and itinerary reflected your selected services, including the baggage segment purchased.
- At no time was the inclusion of baggage for the return journey indicated or promised.

These facts establish that **there was no platform malfunction, misleading communication, or omission** attributable to Trip.com. The underlying issue results from **your own error** in not selecting baggage for both segments at the time of booking.

## Your Claim Lacks Legal Basis

Your claim alleges breach of various compensation policies, procedural failings, and emotional harm. However, we strongly reject the assertions that any of these give rise to a valid legal cause of action under English law. In particular:

### a) No Admitted Liability

Trip.com has not admitted liability. A goodwill reimbursement of confirmed airport baggage charges does not equate to a legal admission of wrongdoing.

### b) No Causal Link to Consequential Damages

You claim additional losses (e.g., missed flight, transportation, hotel, stress) as resulting from a baggage discrepancy. However:

- There is no **causal link** between any action by Trip.com and your missed flight;
- Airline staff decisions and airport events are beyond our platform's control, as we act as solely intermediaries;
- You provide no evidence establishing that Trip.com's system caused those losses.

### c) The Claimed Amounts Are Entirely Irrelevant and Inadmissible

We note your claimed total exceeds **£35,000**, including:

Category	Amount Claimed	Legal Position
"Legal fees" (as in person) speculative expenses.	£12,525.44	CPR 46.5 permits capped fixed-rate recovery (currently ~£19/hr), not self-assessed hourly rates, night shifts, or litigant
"Analysis Fees"	£8,500.00	No such category exists under any recoverable heads of loss under contract or tort.
"Client stress fees"	£5,000.00	<b>Emotional distress</b> is not recoverable in a commercial claim absent a recognised psychiatric injury or special circumstances.
Other expenses (taxi, food, etc.)	Minor, unsubstantiated, and unconnected to Trip.com's services.	~£621.75 Requires proof of causation and necessity.

Moreover, the methodology you propose — charging £30+/hour for "night shifts," referencing non-existent statutes like the "Litigation Act 2014," and citing internal time

logs — has **no grounding in English civil litigation procedure** and reflects a misunderstanding of cost recovery principles.

#### Clarification from Airline and Booking Records

For completeness, we enclose as Annex 1, documentary evidence received from the operating airline confirming that the reason for the passenger's failure to board the original outbound flight was related to **issues with travel documentation**, not due to any fault or error on Trip.com's part.

Despite this, the airline, at its own discretion, transferred the passenger to a subsequent flight at no additional cost. Furthermore, our system records confirm that **carry-on baggage was successfully added to the outbound flight** during the booking process and was clearly displayed in the booking confirmation materials provided to the customer.

#### 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).

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.

#### Procedural Missteps: CPR 31.12 Disclosure Misapplied

You seek disclosure of “insurance policy documents” under **CPR 31.12**. This rule applies **only once litigation has commenced** and **requires court permission**. No such proceedings have been issued or served, and thus this request is premature and procedurally inappropriate.

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

Your submission has forced our legal team to engage substantial time and resource in reviewing and responding to an inflated claim that lacks merit. Should proceedings be issued:

- We will **seek strike-out** under **CPR 3.4** (no reasonable grounds);
- We will seek to recover our own **legal costs under CPR 44** on the basis of your unreasonable conduct;
- The court may also consider **civil restraint orders** should this pattern of litigation persist.

It is manifestly unreasonable to pursue a claim of **£35,000+** over a **£100 baggage issue**, particularly where the underlying issue arose from your own oversight during the booking process.

Conclusion

Trip.com does not accept liability for any of the losses claimed. Your demand is both procedurally defective and substantively unmeritorious. Unless you issue a corrected and legally coherent claim directed to the correct entity, we consider the matter closed.

Please treat this as our formal and final response under the **Pre-Action Protocol for Civil Claims**.

Yours sincerely,

**Magali German**

EMEA Legal Counsel

Trip.com Group

**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: 01963f9f-2c55-7aa0-b59a-a6c44ceda376

**16/04/2025 05:21pm UTC - easyJet 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 - easyJet 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 05:46pm UTC - You:**

I just wanted to confirm if the passenger was able to take the flight under reference K8M8DNZ

**16/04/2025 05:47pm UTC - Customer Service Advisor:**

Hello, Shirley.

**16/04/2025 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.

**16/04/2025 05:47pm UTC - You:**

CORDELL/SIMON

**16/04/2025 05:48pm UTC - You:**

One way London-Antalya

**16/04/2025 05:48pm UTC - You:**

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

**16/04/2025 05:48pm UTC - You:**

ty.ler.kef.lyckpkc@gmail.com

**16/04/2025 05:49pm UTC - Customer Service Advisor:**

Thank you.

**16/04/2025 05:49pm UTC - Customer Service Advisor:**

Please allow me 3 minutes to check the booking.

**16/04/2025 05:49pm UTC - You:**

Thank you!

**16/04/2025 05:50pm UTC - Customer Service Advisor:**

My pleasure.

**16/04/2025 05:53pm 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.

**16/04/2025 05:53pm UTC - You:**

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

**16/04/2025 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 05:55pm 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 05:58pm 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 05:59pm 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 thy 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 provide 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 06:08pm UTC - Customer Service Advisor:**  
Please allow me 3-4 minutes.

**16/04/2025 06:08pm UTC - You:**  
Thank you.

**16/04/2025 06:08pm 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.

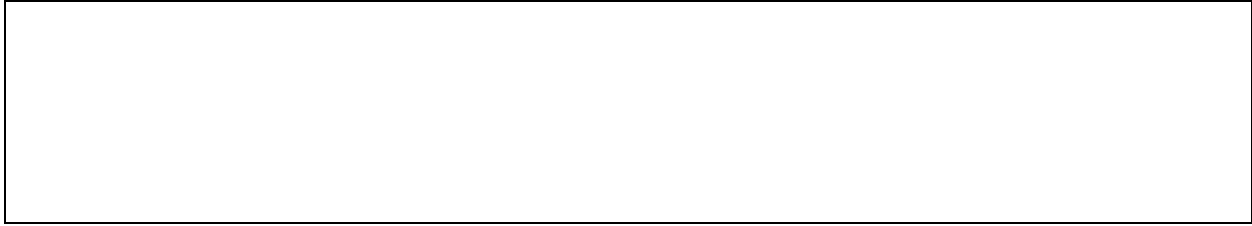
**16/04/2025 06:13pm UTC - Customer Service Advisor:**  
Please reply to me so I can keep the chat up.

**16/04/2025 06:13pm UTC - Customer Service Advisor:**  
I can see that you are not responding are you still connected?

**16/04/2025 06:13pm 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.



**44. 44th-Received-Sent**

Blank

**45. 45th-Sent**

**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](https://www.trip.com/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](mailto: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?

The logo for Trip.com, featuring the word "Trip" in blue and ".com" in a lighter blue, with a yellow dot above the "i".

**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.

**46. 46<sup>th</sup>-Received**

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 22 May 2025 at 15:53 BST



Dear Simon,

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

Please allow us 24-72 hours to review your request with our relevant team.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

---

**Great deals with reliable service**

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.

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Using Trip.com's website means that you agree with Trip.com's [privacy statement](#).

**47. 47<sup>th</sup>-Received**

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: Tuesday 27 May 2025 at 08:21 BST

Dear Simon,

Thank you for your patience while we worked on your case. Please find attached the Response to Final Notice for your reference.

Would you please let us know if you accept the proposed offer? Kindly note that acceptance will be considered the full and final settlement of this case.

Thank you

Best Regards,

Joy

Customer Success Team

---

**Great deals with reliable service**

Thank you for choosing Trip.com

Do not forward this mail as it contains your personal information and booking details.

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**By Email to**

Mr. Simon Paul Cordell

109 Burncroft Avenue

Enfield

EN3 7JQ

Email: [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com)

**Subject: Response to Final Notice – Booking Ref. 1653702646294295**

Dear Mr. Cordell,

We write further to your correspondence dated 22 May 2024, **entitled “Formal Challenge to Jurisdiction & Final Notice Before Litigation”**, issued pursuant to the Civil Procedure Rules. This response is provided on a without prejudice basis.

Trip.com would like to clarify its final position as follows:

1. Please note that Trip.com’s booking services are operated by Trip.com Travel Singapore Pte. Ltd, a limited liability company with its address at 30 Raffles Place, #29-01 Singapore (048622). As such, your contract is with Trip.com Travel Singapore Pte. Ltd (“Trip.com”) in relation to the your travel bookings place on the Trip.com website and any legal claims in relation to your booking should be raised against that entity. As such, please consider this letter a response on behalf of Trip.com Travel Singapore Pte. Ltd. As per our general T&C, the courts of Singapore will have jurisdiction over any dispute or claim (including noncontractual disputes or claims) arising out of or in connection with these terms or their subject matter or formation. However, this shall not deprive you of any mandatory right to choose instead to resolve

any such dispute or claim in the courts of the country in which you are resident. Should a claim be raised in the English courts, Trip.com intends to defend it fully.

2. Following internal review, we confirm the following:

- a. Your booking included checked baggage for only one segment of the journey as you only selected baggage for one segment.
- b. The Trip.com platform clearly prompts users to add baggage per flight segment, and the booking interface and confirmation page reflected the same.
- c. The system operated correctly at all times. There was no technical

failure or system error.



Accordingly, the absence of baggage for the return segment is solely due to your failure to add baggage to the return segment. There were no errors by Trip.com.

3. We wish to correct our earlier statement regarding the status of the baggage refunds. Upon further review, we confirm that Trip.com customer service did offer refunds for the baggage fees incurred at the airport, as follows:

- £40.00 – Paid at Gatwick Airport
- £69.63 – Paid at Antalya Airport

At the time, the customer service team contacted you to confirm whether you wished to proceed with the refund process, as required to initiate payment. However, we note that you declined the offer, and therefore no refund was processed. We regret any confusion caused by our previous communication and hope this clarifies the current status. Should you wish to reconsider, we remain willing to process the refund as initially proposed, subject to confirmation.

4. In addition to the above offer, as customer service is of the utmost importance to [Trip.com](https://www.trip.com), our client is prepared to offer 15,000 Trip Coins (worth 150 USD or the equivalent in your local currency subject to exchange rates on the date of issue) as a goodwill gesture in a full and final settlement of this complaint, without admission of liability and without prejudice. This offer is open for acceptance until June 3rd, 2025, after which the goodwill gesture offered under this paragraph shall be withdrawn and no further goodwill offers shall be made.

Please note that [Trip.com](https://www.trip.com) wishes to resolve this matter amicably. However, [Trip.com](https://www.trip.com) is fully prepared to defend any court claims and reserves its right to seek costs from your client in relation to doing so. In the meantime, [Trip.com](https://www.trip.com)'s rights are reserved.

Yours sincerely,

**Magali German**

Legal Counsel

Trip.com Group

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**48. 48th-Received**

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: Tuesday 27 May 2025 at 08:21 BST



Dear Simon,

Thank you for your patience while we worked on your case. Please find attached the Response to Final Notice for your reference.

Would you please let us know if you accept the proposed offer? Kindly note that acceptance will be considered the full and final settlement of this case.

Thank you

Best Regards,

Joy

Customer Success Team

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

**Sender:** en\_flightservice@trip.com<en\_flightservice@trip.com>

**Time:** 2025-05-22 22:53

**Recipient:** Rewired Rewired<re\_wired@ymail.com>

**Subject:** Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

Dear Simon,

Thank you for choosing [Trip.com](#).

Please allow us 24-72 hours to review your request with our relevant team.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

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

**Sender:** Rewired Rewired<re\_wired@ymail.com>

**Time:** 2025-05-22 22:14

**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)

**Dear Trip.com, Legal Team,**

Please find attached my formal "**Legal Claim**" detailing the procedural failures, financial losses, and structured compensation due as a result of Trip.com's mismanagement.

As previously outlined in my **“Pre-Action Conduct Letter,”** I provided a reasonable opportunity for resolution with a settlement offer of **£26,647.19.** **“Trip.com Failed To Engage Meaningfully,”** leaving the matter unresolved.

**Final Settlement Opportunity:**

I am **“Prepared To Accept The Lower Settlement Amount (£26,647.19) If Trip.com Provides the Compensation Requested And Re Accepts Acknowledgment Of Liability Before Formal Litigation Is Filed.”** However, **“If Court Proceedings Commence,”** the total claim escalates to **£35,306.31,** including extended legal costs, procedural delays, and structured cost recovery under **“CPR 46.5.”**

This is **“Your Last Opportunity”** to resolve the matter before court filing. Failure to engage meaningfully will result in **“Immediate Formal Litigation.”** Please confirm receipt of this claim and provide a substantive response **“Within 7 Days!”**

**Best regards, Simon Paul Cordell**

On Monday 19 May 2025 at 13:45:57 BST, en\_flightservice@trip.com  
<en\_flightservice@trip.com> wrote:  
Dear Simon,

**49. 49<sup>TH</sup>-Received**

Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)  
From: Rewired Rewired (re\_wired@ymail.com)  
To: en\_flightservice@trip.com  
Date: Friday 20 June 2025 at 22:43 BST  
**Subject:** Follow-Up on Case No. 46906014 – Apologies for Delay and Formal Response Attached

Dear Trip.com Customer Success Team,

Please accept my sincere apologies for the delay in responding to your recent correspondence dated 27 May 2025. I appreciate your patience and assure you this was not due to disregard but to the considerable amount of time and care required to prepare a detailed and substantiated response to the ongoing dispute

and this late reply is also due to essential personal responsibilities, including securing new transport to attend court and managing unforeseen domestic matters, which also meant that I was without a computer so I was temporarily unable to reply within my intended timeframe. However, I've now addressed all outstanding points thoroughly.

Attached below is my formal reply, which outlines my legal position, provides corroborating evidence, and responds directly to the matters raised.

I remain open to engaging in good faith with your team and hope we can reach a fair and timely resolution.

Yours sincerely, **Simon Paul Cordell**

On Tuesday 27 May 2025 at 08:21:14 BST, en\_flightservice@trip.com <en\_flightservice@trip.com> wrote:



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Dear Simon,

Thank you for your patience while we worked on your case. Please find attached the Response to Final Notice for your reference.

Would you please let us know if you accept the proposed offer? Kindly note that acceptance will be considered the full and final settlement of this case.

Thank you

Best Regards,

Joy

Customer Success Team

---

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

**Sender:** en\_flightservice@trip.com<en\_flightservice@trip.com>

**Time:** 2025-05-22 22:53

**Recipient:** Rewired Rewired<re\_wired@ymail.com>

**Subject:** Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)



Dear Simon,

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

Please allow us 24-72 hours to review your request with our relevant team.

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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**Attachment**

**Name:** Mr. Simon Paul Cordell

**Address:** 109 Burncroft Avenue, Enfield, London, EN3 7JQ

**Email:** [Re\\_wired@ymail.com](mailto:Re_wired@ymail.com)

**Tel:** +447864217519

**Date:** 20/06/2025

Trip Air Ticketing (UK) Limited Floor 10, 70 St Mary Axe London, England EC3A 8BE

**Subject: Response to Legal Correspondence – Jurisdiction, Procedural Conduct & Litigant Rights**

Dear Trip Air Ticketing (UK) Limited,

This letter serves not only as a response to your recent communications concerning **“Booking No. 1653702646294295” (Case No. 46906014)**, but also as a firm assertion of my legal standing as a self-represented party.

I must also apologise for the slight delay in response. I have devoted extensive time to preparing this case, which unfortunately meant I had to momentarily prioritise essential personal matters, which eventfully caught me up, such as securing new transport to attend courts and also attending to domestic affairs, so that I can present my case securely and competently in a legal setting.

My position as a *litigant in person* is not a reflection of preference, but necessity and it is grounded in legitimate and recognised legal precedent. I am fully aware of my rights under **“Rule 46.5 Of The Civil Procedure Rules (CPR)”**, which entitles litigants to recover reasonable costs for work carried out on their own behalf. This is not speculative, nor is it a theoretical position; I view this case as a practical and meaningful opportunity to exercise and validate that entitlement under established UK law. While I would have preferred to be in a financial position to instruct legal representation, that option is currently beyond my means. As a result, I have had to dedicate substantial time and effort, time taken directly from my personal and professional life, to engage with these legal proceedings. **“This is time for which any solicitor, had I been able to instruct one, “This is time, which would attract fees if incurred by legal counsel, and is equally compensable when undertaken by a litigant-in-person under CPR 46.5.”** despite not being personally affected by the outcome. The fact that I am both the claimant and the one bearing this burden makes the imbalance all the more unjust. This situation has compelled me to deepen my understanding of the legal framework surrounding liability, acceptance, and the recovery of legal expenses, particularly in cases where a litigant in person is entitled to seek compensation for their work under **“Rule 46.5 of the Civil Procedure Rules (CPR)”**. I approach this case with seriousness, precision, and due care, not only because of its direct impact on me, but also because it forms part of a broader legal journey. I am currently involved in other proceedings, including one where a significant **“Abuse Of Process”** has occurred, and these experiences are actively shaping my legal knowledge and approach, whether acting as a litigant or otherwise. Through this process, I have reaffirmed the validity of my rights as both a consumer and a claimant. I remain confident that I am legally and factually justified in the dispute over my booking, and I fully expect this matter to be resolved in accordance with statutory protections and the principles of procedural fairness. I therefore request compensation for the recovery of my **“Legal Expenses”** to be established as compensated.

I acknowledge receipt of your latest messages: one from Joy of the Customer Success Team, dated **“Tuesday 27 May 2025 At 08:21 BST,”** and from Magali, Legal Counsel, also dated **“Tuesday 27 May 2025 At 08:21 BST.”** This letter serves as my formal reply to both!

Following a review of *Trip.com’s Updated Terms and Conditions (as of 27 May 2025)*, alongside Companies House data and relevant UK legislation, I have identified **“Jurisdictional Inconsistencies, Procedural Irregularities, And Multiple Breaches Of Consumer Protection Obligations.”** These issues warrant immediate attention and rectification.

### **1. Jurisdiction Argument – UK Law Supersedes Singapore Enforcement:**

Trip.com’s assertion that disputes must be **“Resolved Exclusively In Singapore”** conflicts with multiple legal principles **“Governing Consumer Rights In The UK.”**

#### **Hague Convention on Choice of Court Agreements (2005) – Consumer Contracts Are Excluded**

Under **“Article 2(1)(a)”** of the **“Hague Convention,”** consumer contracts **“Do Not Fall Under Mandatory Jurisdiction Clauses.”** This exclusion means **“Trip.Com Cannot Legally Enforce Singapore Jurisdiction”** if the transaction qualifies as a **“Consumer Purchase,”** which it does.

#### **UK Legal Framework – CJJA 1982 (Civil Jurisdiction and Judgments Act)**

- **Section 15B(2):** ensures that **“UK-Based Consumers Retain The Right To Sue Overseas Entities In UK Courts,”** even if the company is incorporated abroad.
- **Section 15B(3):** prevents companies from **“Suing UK Consumers Outside The UK,”** unless strict legal conditions apply, which are **“Absent”** in this case.
- **Section 15B(6):** makes it **“Impossible To Contractually Restrict Consumer Rights”** unless such clauses **“Expand Legal Options Rather Than Limit Them,”** Trip.com’s terms do the opposite.

By claiming that Singapore jurisdiction overrides UK consumer protections, Trip.com **“Misrepresents The Legal Position Entirely.”** The company’s **“Active UK Registration Establishes Statutory Obligations,”** rendering the jurisdiction argument **“Invalid.”**

### **2. Trip.com’s UK Entity – Confirmation of Legal Responsibility:**

Despite the claim that operations fall under **“Trip.Com Travel Singapore Pte. Ltd., Trip Air Ticketing (UK) Limited Remains An Officially Registered UK Entity,”** confirmed via **“Companies House.”**

- **Company Number:** 10811048

- **Registered UK Address:** Floor 10, 70 St Mary Axe, London, England, EC3A 8BE

\* **Trip** [Air Ticketing \(Uk\) Limited](#) Matching

Previous Names:

Ctrip | Air Ticketing (Uk) Limited

10811048 - Incorporated on 9 June 2017

**Floor 10 70 St Mary Axe, London, England, EC3A 8BE.**

\* **Trip Air Ticketing (Uk) Limited**

Total number of appointments 1

**Floor 10, 70 St Mary Axe, London, England, EC3A 8BE.**

- **Trip.com Terms and Conditions:** Furthermore, “**Trip.com’s own Terms and Conditions (May 27, 2025)**” (<https://uk.trip.com/contents/serviceguideline/terms.html?locale=en-GB>) state that “**Both Trip.Com Travel Singapore Pte.**

**Ltd. And Trip Air Ticketing (UK) Limited Operate The Platform,**” using “**And**” or “**We, Our, Us,**” thus consolidating both companies under a “**Shared Operational Identity,**” reinforcing Trip.com’s Liability due to “**UK-based operations.**”

- **Trip Air Ticketing (UK) Limited Company Information:** This Companies House listing confirms that “**Trip Air Ticketing (Uk) Limited**” is an “**Active UK-Registered Company,**” further supporting my jurisdiction argument. <https://find-andupdate.company-information.service.gov.uk/company/10811048>. Or [horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-0125-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.TripComAndAirlines-ClaimPartSent/trip.com-Website-Exhibit/terms.html](https://horrific-corruption-files.webhop.me/PNC66/1.PNC-Errors-and-Its-Other-Claims/05-0125-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/02.TripComAndAirlines-ClaimPartSent/trip.com-Website-Exhibit/terms.html).

**Yet:**

- a. “**Only The Singapore Address (30 Raffles Place, #29-01, Singapore 048622) Is Explicitly Listed,**” while “**Trip Air Ticketing (UK) Limited’s UK-Registered Address Is Omitted.**”
- b. “**Despite This Omission, UK Jurisdiction Applies,**” as “**Trip Air Ticketing (UK) Limited Is Legally Accountable**” under “**UK Law And Consumer Protection Regulations.**”
- c. Attempting to sidestep legal responsibility by misrepresenting the UK entity’s direct consumer obligations “**Will Not Hold Up Under Scrutiny.**”

3. **Civil Restraint Order Threat – Direct Contradiction in Jurisdiction Argument: The Correspondence Signed By Magali German, EMEA Legal Counsel, states:**
- a. **“Should proceedings be issued:** > - *We will seek strike-out under “**CPR 3.4**” (no reasonable grounds).*
  - b. *We will seek to recover legal costs under “**CPR 44**” due to unreasonable conduct.*
  - c. *The court may also consider “**Civil Restraint Orders**” should this pattern of litigation persist.”*

This statement **“Directly Contradicts Trip.com’s Previous Claim That UK Jurisdiction Does Not Apply.”**

- **Contradiction and Jurisdictional Recognition**
  - a. A **“Civil Restraint Order (CRO) Must Be Filed In UK Courts.”**
  - b. **“If Trip.Com Wishes To Enforce A Restraint Order, It Must Engage With UK Jurisdiction,”** which **“Invalidates Its Singapore Jurisdiction Argument Entirely.”**
  - c. **“CJJA 1982, Section 15b(6)”** prohibits enforcement of overseas jurisdiction clauses that **“Strip UK Consumers Of Their Local Rights,”** meaning Trip.com **“Cannot Selectively Apply UK Law Only When Convenient.”**
  - d. By **“Threatening To File A Civil Restraint Order,”** Trip.com **“Admits That UK Courts Govern Disputes Related To Its UK Entity”** while simultaneously **“Denying UK Jurisdiction Exists.”** This contradiction **“Collapses Any Attempt To Dismiss Legal Accountability Under UK Consumer Law.”**

4. **Consumer Protections – UK Legal Safeguards Apply**

- Trip Air Ticketing (UK) Limited remains bound by **“The Consumer Rights Act 2015,”** ensuring **“Transparent Business Practices And Contract Fairness”:**
  - a. **Section 9:** Goods and services must be **“Of Satisfactory Quality.”**
  - b. **Section 11:** Goods and services must be **“As Described.”**
  - c. **Sections 19-24:** Consumers retain the right to **“Reject, Request Repair, Or Receive Compensation.”**

**Additionally:**

- **“European Convention On Human Rights (ECHR), Article 6”** guarantees **“The Right To A Fair Trial,”** restricting **“Trip.com’s Ability To Manipulate Dispute Resolution Processes Through Contractual Ambiguity.”**

- Consumer law “**Supersedes Restrictive Jurisdiction Clauses,**” making attempts to enforce Singapore jurisdiction “**Unenforceable In England.**”

## **5. Required Action – Legal Position & Next Steps**

- Given these findings, the following actions must be taken:
  - a. “**Formal Confirmation That Trip Air Ticketing (UK) Limited Acknowledges UK Jurisdiction**” for consumer disputes, in line with CJA 1982.
  - b. “**Corrections To Misleading Contractual Statements Within Trip.com’s Terms And Conditions,**” ensuring full transparency regarding UK legal obligations.
  - c. “**Resolution Of [Response to Legal Correspondence – Jurisdiction Accountability, Consumer Protections, and Misuse of Procedural Threats] In Compliance With UK Consumer Protection Statutes,**” rather than procedural avoidance tactics.

- Failure to comply within “**14 Days**” will necessitate “**Formal Escalation**” through “**UK Regulatory Bodies,**” including:
  - a. **Competition and Markets Authority (CMA):** Consumer protection enforcement.
  - b. **Civil Aviation Authority (CAA):** Regulatory oversight on travel industry practices.
  - c. **Financial Ombudsman Service:** Investigation into contractual fairness and financial compensation compliance.

## **6. Final Legal Position, Absolute Jurisdiction Accountability**

- Trip.com “**Cannot Legally Enforce Singapore Jurisdiction Against A UK Consumer,**” because:
  - a. “**Trip Air Ticketing (UK) Limited Is A UK-Registered Company,**” governed by “**UK Consumer Protection Laws.**”
  - b. “**UK Law (CJA 1982 & Consumer Rights Act 2015) Supersedes Restrictive Jurisdiction Clauses,**” making enforcement under Singapore law “**Unenforceable In England.**”
  - c. “**Trip.com’s Procedural Threats Rely On UK Legal Mechanisms,**” proving “**Its Own Recognition Of UK Jurisdiction,**” contradicting previous statements.
- A written response is expected within “**14 Days,**” confirming “**Jurisdiction Acknowledgment And Corrective Actions.**”

## **7. Misleading Booking Interface & Retroactive Platform Changes**

- As part of this claim, I wish to draw attention to documented evidence that directly challenges several assertions made by Trip.com regarding the functionality of its booking system. Trip.com maintains that “*the system operated correctly at all times,*”

that I “failed to add baggage for the return segment,” and that “the platform clearly prompts users to add baggage per flight segment.”

- This is incorrect and misleading. I have captured **“Screen Recordings And Screenshots”** from my Trip.com account which show that, at the time of booking, the site displayed **“Multiple Baggage Allowance Sections,”** both labelled in similar terms, some appearing as paid options, others as free, with **“No Clear Indication”** that only a single segment was being covered. Based on the layout and presentation of these entries, I reasonably believed that **“Both Outbound And Return Flights Included 15 Kg Of Baggage,”** consistent with my booking intent.

- The platform’s labelling and structure at that time did **“Not”** warn me that baggage had to be separately added for the return journey. The interface **“Did Not Explain”** which segment was covered, nor did it clearly distinguish between paid and complimentary options. This ambiguity directly contributed to the confusion and the unexpected changes that followed.
- Crucially, since I submitted my complaint, the Trip.com website has **“Undergone Visible Changes.”** The interface has been redesigned to **“Eliminate Or Consolidate”** the previous distinctions I encountered, suggesting that the original layout was flawed or inadequate. The **“Paid-For Baggage Section”** that appeared when I first reviewed my booking is no longer visible in its original form. These changes were implemented **“After”** my claim was raised, which raises serious concerns about transparency and accountability.
- The implication is clear: the interface was sufficiently misleading at the time of booking to cause **“Real Financial Loss,”** and Trip.com’s post-complaint modifications demonstrate an implicit recognition that the presentation may have contributed to user error. To now assert that I alone am responsible for misunderstanding the process, when the design itself was a likely source of confusion, is unjust and unsubstantiated.
- This section of my claim is supported by timestamped screenshots and video walkthrough evidence. These materials confirm that my belief regarding return baggage coverage was **“Not Only Reasonable,”** but directly informed by the way Trip.com’s system appeared and operated at the time.

□ **Weblink:** [35. was the 26th-Sent-Soon.mp4](#)

□ **Exhibit:** [35. was the 25th-Sent-Soon video transcribe.docx](#)

#### **8. Offers Of Compensation Offered By Trip.Com:**

- I stay truly negotiable in these legal proceedings and I therefore I appreciate Trip.com’s willingness to offer partial reimbursement and goodwill credit. Specifically, I acknowledge the updated confirmation of compensation for **“Baggage Fees Paid At London Gatwick (£40.00) And Antalya Airport (£69.63),”** totaling **“£109.63.”** I accept this refund *“without prejudice”* as a **partial settlement** only.
- However, to be absolutely clear, these amounts represent **“Financial Losses I Should Never Have Incurred,”** caused directly by systemic or transactional failings on the

part of Trip.com. . As such, this reimbursement is not a discretionary offer, it is a **“Basic Obligation Of Restitution.”** The responsibility to return money taken in error is not contingent on the outcome of wider proceedings. In your role as loss adjusters and facilitators, this element of the claim should be processed **“Without Delay Or Condition.”**

- I also wish to make it clear that my broader pursuit of compensation is not rooted in inflexibility, but in the **“Fair And Lawful Application Of UK Consumer And Civil Procedure Standards.”** Acting as a self-represented party in this matter has required me

to invest **“Substantial Time, Research, And Personal Resources,”** work that, if carried out by an instructed solicitor, would have attracted **“Billable Costs Recoverable Through The Courts.”** I have met the same evidentiary and procedural expectations yet remain uncompensated for the role I’ve played in navigating this dispute diligently and in accordance with law.

- **It Is Precisely Because Of This Imbalance That I Seek Recovery of:**
  - a. **“All Out-Of-Pocket Losses Directly Caused By The Service Failure.”**
  - b. **“Reasonable Legal Preparation Costs,”** as permitted under *“Rule 46.5 of the Civil Procedure Rules (CPR)”*
  - c. **“Appropriate Compensation”** for disruption, distress, and ongoing personal impact.
- **Trip.com’s Customer Success Team Asked:** *“Would you please let us know if you accept the proposed offer? Kindly note that acceptance will be considered the full and final settlement of this case.”* Respectfully, I cannot accept the offer as it stands, because it fails to acknowledge the full scope of my claim, my proven entitlement to reimbursement, and the legal protections afforded to me as a UK consumer and claimant.
- I remain willing to resolve the matter constructively, but only through a settlement that reflects the full extent of financial and procedural harm experienced in this case.

**9. Trip.com’s Solicitor Engaging in Procedural Evasion – Failure to Address Key Evidence:**

- **Failure to Trust and Acknowledge the Correct Information from the Start:** From the very beginning of this claim, dated **“12th January 2025,”** Trip.com’s representatives failed to accurately engage with the facts presented. Despite **“Clear Explanations Provided,”** the company named as Trip.com, employees have failed to understand the claim in hand.

**10. Key Incidents:**

<u>Nub</u>	<u>Key Incidents</u>
1.	<p>Trip.com’s customer service employees have consistently avoided acknowledging my main claim letter. They initially responded to my “<b><u>First Email</u></b>,” confirming that they would wait for my complete claim letter detailing my issues. However, after I prepared and sent the claim, they ceased all communication, failing to reply from the same email. This lack of response started from the start of legal proceedings and further prompted me to seek alternative methods to contact Trip.com’s staff to address my concerns, within emails “<b><u>1 to 5</u></b>.”</p> <p><b><u>01st-Sent</u></b>: From Me (Simon Cordell) to Trip.com, EasyJet, and SunExpress</p>
2.	<p><b><u>02nd-Received (1 of 3)</u></b>: This was an automated reply from EasyJet.</p>
	<p><b><u>02nd-Received (2 of 3)</u></b>: I received a mailer daemon failure notice from (SunExpress as it rejected the email)</p> <p><b><u>02nd-Received (3 of 3)</u></b>: “<b><u>I Received A Response From Trip.Com Customer Service Team!</u></b>”</p>
3.	<p><b><u>03rd-Sent</u></b>: I follow-up and request for resolute caseworker regarding my complaint!</p>
4.	<p><b><u>04th-Sent</u></b>: I continued to follow up on previous correspondence.</p>
5.	<p><b><u>05. 5th Received</u></b>: I received an advertisement from trip.com, rather than a response to my claim!</p>
6.	<p>I had to remain persistent and explore alternative methods to submit my claim, which led to a telephone call on the “<b><u>06th of April 25</u></b>.” During this call, I discussed my concerns. I have Exhibited the “<b><u>MP3 Recording</u></b>” of our correspondence dated “<b><u>02<sup>nd</sup> of April 2025</u></b>,” already.</p> <p>The customer service representative provided me with a weblink via an email that is titled as the “<b><u>07. 07<sup>th</sup>-Received</u></b>” and this was to be able to submit my claim; however, that link did not function correctly. Consequently, I had to reach out again to Trip.com, as evidenced by the attached correspondence.</p> <p><b><u>06th-Made</u></b>: Phone Call to Trip.com (<b><u>No Representative Named</u></b>) (Recorded File: Trip.com-02-04-251655.MP3.)</p>
7.	<p><b><u>07th-Received</u></b>: Trip.com sent me another email that requested that I upload my claims proof (<b><u>No Representative Named.</u></b>)</p>

8.	<p>On “<b>09<sup>th</sup> of April 9:</b> I made the “<b>08. 08th-Made Telephone Call</b>” to get the Filses to be able to get sent Time: 23:44 and another weblink was sent to me.</p> <p><b>08th-Made:</b> Phone Call to Trip.com (<b>No Representative Named</b>) (Recorded File: 09-04-25.MP3)</p>
9.	<p>I received the “<b>9th-Received:</b> email Dated “<b>Thursday 10 April 2025 at 00:19 BST,</b>” where Karl from Trip.com Customer Success Team, gave me confirmation of receipt where he indicating he had received my main claim correspondence. However, I later learned that he failed to forward it to the next case handler, Jobert, in the Customer Success Team. I managed to address this issue by the “<b>15. 15<sup>th</sup>-Sent Dated</b>” Monday 14 April 2025 at 09:52 BST.</p> <p><b>09th-Received:</b> Trip.com <b>Customer Success Team (Karl)</b> – Request for Baggage Receipts.</p>
10.	<p><b>10th-Sent:</b> Response to Baggage Issue Inquiry – <b>Karl (Customer Success Team.</b></p>
11.	<p><b>11th-Sent:</b> Updated Claim Letter – Correct Version Attached– <b>Karl (Customer Success Team.)</b></p>
12.	<p><b>12th-Received:</b> Trip.com <b>Customer Success Team (Jobert)</b> – Acknowledgment &amp; Repetitive Requests.</p>
13.	<p><b>13th-Received:</b> Trip.com <b>Customer Success Team (Jobert)</b> – Follow-Up on Receipts for Verification.</p>
14.	<p><b>14th-Received:</b> Trip.com <b>Customer Success Team (Jobert)</b> – Attempted Case Closure Unless You Respond.</p>
15.	<p>I was also truly clear about my details of claim that I contained in all prior correspondence and especially the Table of Contents for the “<b>15. 15<sup>th</sup>-Sent</b> what is about what had occurred, and I explained it chapter “<b>03. Journey Details,</b>” about the family who faced issues alongside with us who were also to be on the same airplane.</p> <p><b>15th-Sent:</b> Follow-Up on Claim Submission – Attachments Provided - <b>From Me (Simon Cordell.)</b></p>

<p><b>16.</b></p>	<p>It was Shirley Customer Success Team in the <b>16. 16<sup>th</sup>-Received</b> email received by myself that she agreed that she had acknowledged my feedback regarding the baggage situation. She also stated <i>“Thank you for providing the full details of the baggage issue along with the receipts. We will review the information and get back to you once we have results.”</i> This meant that they had received the claim for the first time, as Dated Monday 14 April 2025 at 11:50 BST, due to their ow faults and negligence.</p> <p><b>16th-Received:</b> Acceptance of Receipts - From <b>Shirley (Customer Success Team.)</b></p>
<p><b>17.</b></p>	<p>In the <b>17. 17<sup>th</sup>-Received: Dated Tuesday 15 April 2025 at 08:44 BST</b>, Shirley Customer Success Team, Stated that after reviewing my <b>“Booking And Baggage Details,”</b> Trip.com had found my purchases. She mentioned that I only requested additional baggage for the flight from London to Antalya. And this has stayed the basis of Trip.com’s Defenses as staff have passed the case along to new staff, who avoid all the official reasons provided in the claim file that served. Trip.com’s staff have since refused to acknowledge by way of addressing any of the issues I raise and prove in my supplied claim file. <b>“Shirley Customer Success Team did say: “<i>There was no request for extra baggage on the return flight from Antalya to London, which explains why you were charged at the airport. Therefore, we can only cover the original baggage for your flight from London to Antalya.</i>”</b></p> <p><b>17th-Received:</b> Trip.com <b>Customer Success Team (Shirley)</b> – Misrepresentation of Allowance. Date: Tuesday 15 April 2025 at 08:44 BST</p>
	<p>a. <b>Easy Jet Conversation Between Easy Jet &amp; Themselves:</b> Date: Friday <b>16<sup>th</sup> of April 2025</b> from 05:21 BST till 06:37 BST</p> <p>b. <b>Not Disclosed but in the 24th-Received part Disclosed:</b> Date: Friday 18 April 2025 at 23:58 BST</p>
<p><b>18.</b></p>	<p>In the <b>18. 18th-Sent:</b> I had noticed the errors in the way the claim was being handled and therefore decided to make things in my original main claim letter even more clear. I explained extraordinarily good reasons for claim and demonstrated reasons for liability even more so, this included:</p> <ul style="list-style-type: none"> <li>a. <u>Misleading Display of the Free 15 kg Allowance</u></li> <li>b. <u>Separated Paid-for and Free Baggage Sections</u></li> <li>c. <u>Resulting Unexpected Additional Charges</u></li> <li>d. <u>The Return Flight</u></li> <li>e. <u>Lack of Clarity in the Paid Package Section</u></li> <li>f. <u>Smart Interface Recommendation</u></li> <li>g. <u>Discrepancy in Receipt Date and Supporting Documentation</u></li> <li>h. <u>Operational Impact: Missed Flight and Resulting Inconvenience</u></li> <li>i. <u>Request for Re-Evaluation and Resolute Caseworker</u></li> </ul>

	<p>j. <u>Supporting Documentation</u></p>
<p>19.</p>	<p>The <b><u>19. 19th-Received</u></b>: Shirley Customer Success Team Dated Wednesday 16 April 2025 at 19:34 BST, again acknowledged my feedback regarding the baggage situation what included my explanation for the reasons for liability on trip.com behalf for the return flight also. Shirley Customer Success Team continued by saying: <i>“Thank you for reiterating what occurred, and we apologize for any delay in addressing your request. We are reviewing this matter again with the airline and our internal team, and we will keep you updated once we have results.”</i> This meant that trip.com were fully aware of what I was explaining and that this meant that Trip.com’s website and systems <b><u>“Had Not Operated Correctly In My Cases And May Be At All Times, Meaning That There Was A Chance Of A Technical Failure Or System Error, As Was Being Claimed &amp; Proved.”</u></b></p>
<p>20.</p>	<p><b><u>20. 20th-Received</u></b>: Date: Thursday 17 April 2025 at 13:54 BST</p> <ul style="list-style-type: none"> <li>a. <b><u>Shirley Customer Success Team Stated</u></b>: <i>“We sincerely apologize for the experience you encountered during your recent travel. We understand how important a smooth journey is and regret any inconvenience caused?”</i></li> <li>b. <b><u>Shirley Customer Success Team Stated</u></b>: <i>“We have carefully reviewed the email you sent regarding the issues faced and have taken the initiative to check again with the airline to ensure a thorough understanding of the situation.”</i></li> <li>c. <b><u>Shirley Customer Success Team Stated</u></b>: <i>“When booking a flight, please be aware that you have the option to review the baggage allowance included</i></li> </ul>

	<p><i>with your ticket. The details clearly indicate which types of baggage, personal, carry-on, or checked, are included with the flight. Please refer to the photos below for reference”</i></p> <ul style="list-style-type: none"> <li>• They wrongly identified the claimant.</li> <li>• Despite receiving clarification, Trip.com deliberately redacted parts of the conversation, withholding evidence that would have aided the claim fairly.</li> <li>• The initial submission of this claim on 14th April 2025 at 09:52 BST included proof of misidentification, yet no corrective action was taken.</li> </ul>
21.	<p><b><u>21. 21st-Received:</u></b> Friday 18 April 2025 at 18:46 BST.  Krizia Customer Success Team stated:  The Trip.com platform clearly prompts users to add baggage per flight segment, and the booking interface and confirmation page reflected the same.  Your booking included checked baggage for only one segment of the journey as you only selected baggage for one segment.  Accordingly, the absence of baggage for the return segment is solely due to your failure to add baggage to the return segment. There were no errors by Trip.com.</p>
22.	<p><b><u>22. 22nd Received: Telephone Call from Trip.com:</u></b> 18 April 2025, at 18:48 hours  <b><u>Unnamed Staff:</u></b></p>
23.	<p><b><u>23. 23rd-Received:</u></b> Friday 18 April 2025 at 18:52 BST <b><u>Possibly unnamed Staff: Auto reply!</u></b></p>
24.	<p><b><u>24. 24th-Received:</u></b> Friday 18 April 2025 at 23:58 BST <b><u>Krizia Customer Success Team Stated:</u></b></p> <ul style="list-style-type: none"> <li>• The fact is that had trip .com’s prior case handlers all communicated with me and themselves in an academic manner then Krizia (Customer Success Team) on 19th May 2025 in the <b><u>(24th email received)</u></b> would not have <b><i>deliberately redacted key correspondence</i></b> that would have helped resolve the case fairly in their disclosure of a conversation between Trip.com’s and EasyJet staff were Trip.com’s staff <ol style="list-style-type: none"> <li><b><u>Easy Jet Conversation Between Easy Jet &amp; Themselves:</u></b> Date: Friday 16<sup>th</sup> of April 2025 from 05:21 BST till 06:37 BST</li> <li><b><u>Part Disclosed in the 24th-Received:</u></b> Date: Friday 18 April 2025 at 23:58 BST</li> </ol> </li> </ul>

25.	<p><b><u>25. 25th-Received:</u></b> Saturday 19 April 2025 at 19:45 BST <b><u>Ray</u></b>  <b><u>Customer Success Team Stated:</u></b>  <i>“Regarding your flight from London-Antalya to Antalya-London (order no.1653702646294295, 1653702647563351), I received your feedback about your baggage concern.”</i></p>
r	
	<p><i>“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.”</i></p> <p><i>“Please confirm if you would like us to proceed with this compensation process. Upon receiving your confirmation, we will send a separate email containing an encrypted link for you to securely provide your bank details for the refund. Please note that the refund processing timeline may take 7-10 working days and may vary depending on your bank.</i></p> <p><i>“Please be aware that by submitting your bank account information, you acknowledge and accept the proposed resolution, which will serve as full settlement of this complaint.”</i></p> <p><b><u>25th-Received:</u></b> Trip.com <b><u>Customer Success Team (Ray)</u></b> – Partial <b><u>“Compensation Offer!”</u></b></p>
26.	<p><b><u>26. 26<sup>th</sup>-Received:</u></b> Sunday 20 April 2025 at 17:01 BST <b><u>Ray</u></b>  <b><u>Customer Success Team Stated:</u></b></p> <p><b><u>26th-Received:</u></b> Attempted Call from Trip.com, Follow-Up Email Instead (<b><u>Ray</u></b>)</p>
27.	<p><b><u>27. 27th-Received:</u></b> Sunday 20 April 2025 at 17:07 BST <b><u>Ray</u></b>  <b><u>Customer Success Team Stated:</u></b></p> <p><b><u>27th-Received:</u></b> Notification of Unreviewed Messages (<b><u>Ray</u></b>)</p>
28.	<p><b><u>28. 28th-Received:</u></b> Sunday 20 April 2025 at 23:03 BST <b><u>Feedback</u></b>  <b><u>On Your Experience:</u></b> Auto Reply</p> <p><b><u>28th-Received:</u></b> Trip.com Customer Satisfaction Survey Request (<b><u>No Representative Named</u></b>)</p>

29.	<p><b><u>29. 29<sup>th</sup>-Sent:</u></b> Monday 21 April 2025 at 18:01 BST <b><u>By Myself:</u></b></p> <p><b><u>29<sup>th</sup>-Sent:</u></b> Final Submission of Pre-Action Conduct Letter &amp; N1 Claim Form</p>
30.	<p><b><u>30<sup>th</sup>-Received:</u></b> Final Compensation Confirmation (<b><u>Rolly – Bank Details Request</u></b>)</p>
31.	<p><b><u>31<sup>st</sup>-Received:</u></b> Trip.com Customer Success Team (<b><u>Rolly – Attempted Closure of Complaint</u></b>) &amp; (<b><u>Rolly – Continued Avoidance of Litigant Fees</u></b>)</p>
32.	<p><b><u>32<sup>nd</sup>-Received</u></b> – Unreviewed Messages Notification - From Trip.com (<b><u>No Representative Named</u></b>)</p>
33.	<p><b><u>33<sup>rd</sup>-Received</u></b> – Customer Satisfaction Survey Request - <b><u>From</u></b> Trip.com (<b><u>NoReply</u></b>)</p>
34.	<p><b><u>34<sup>th</sup>-Sent</u></b> – Final Submission of “<b><u>Pre-Action Conduct Letter</u></b>” &amp; “<b><u>N1 Claim Form</u></b>” - <b><u>From Me (Simon Cordell.)</u></b></p>
35.	<p><b><u>35. 35<sup>th</sup>-Received:</u></b></p> <p><b><u>Concerns Regarding Review by Joy (Senior Manager):</u></b> Joy, Senior Manager of the Customer Success Team, failed to conduct a fair and balanced review of my case files. Her assessment overlooked critical evidence and instead appeared to deliberately focus on points that were irrelevant to the core of my claim. This selective attention seemed designed to divert liability away from Trip.com, despite clear indications of their responsibility. As a result, I was compelled to send further emails reiterating and clarifying the factual basis of my claim, purely to ensure that the main issues could not be ignored or misrepresented.</p>
36.	<p><b><u>37. 36<sup>th</sup>-Sent:</u></b></p> <p>I re raised my concerns and explained that the case files were being revied wrongly as staff were avoiding what I was explain!</p>
38.	<p><b><u>37<sup>th</sup>-Received:</u></b></p> <p><b><u>Joy (Senior Manager):</u></b> wrote please allow us some time to review your requests. We will provide an update within the next 2448 hours, due to my prior raised concerns.</p>
39.	<p><b><u>38. 38<sup>th</sup>-Received:</u></b></p> <p><b><u>Joy (Senior Manager):</u></b> Arrived back at the same wrong verdict as she refused to understand the case in hand.</p>

40.

**39. 39th-Sent:**

**In My Email I Sent A Response To Be Reviewed By Joy, Senior Manager: About Trip.com's "Mishandling of My Case Review."**

In her review of my case, joy, senior manager of the customer success team, completely failed to conduct a fair or balanced assessment. She ignored key legal violations and instead focused on points that had nothing to do with the foundation of my claim. Her approach felt deliberately evasive, steering attention away from the core failings of trip.com that had already been clearly documented. This forced me to write additional emails clarifying my position in full, just to stop the issues from being misrepresented or overlooked again. It shouldn't be down to me to correct internal failings, but I've had no choice.

**What joy failed to do:**

- **Conduct An Impartial Review Of The Evidence:** Joy appeared to overlook or sidestep the core legal violations I raised, specifically the refusal to disclose insurance policies and Trip.com’s continued non-compliance with “**CPR 46.5**” regarding litigant fees.
- **Acknowledge Previously Accepted Liability:** Which had been clearly supported by receipts and prior caseworker responses.
- **Recognize Systemic Booking Failures:** Such as the misleading baggage options and the faulty itinerary, which were central to my claim.
- Her review appeared to shift focus toward irrelevant areas, omitting key facts already documented across multiple submissions.

**What I Explained To Her, In Short:**

I Reiterated That Trip.Com:

- **Illegally Failed To Disclose Required Insurance Policy Details:** Obstructing Your Ability To Assess Your Rights.
- **Ignored Your Entitlement To Litigant-In-Person Costs:** Which They Previously Acknowledged, “**Violating UK Civil Procedure Rule 46.5.**”
- **Misrepresented Baggage Options On Their Site:** Resulting In Real-World Financial Loss.
- **Previously Accepted Liability:** Then attempted to retroactively withdraw compensation by rebranding it as goodwill.
- It Has Provided “**Inconsistent And Contradictory Responses,**” Causing confusion and delay, while unjustifiably denying reimbursements for costs directly caused by their failures.

**41. 40. 40th-Received:**

Despite repeatedly explaining the facts of my claim, Trip.com continued to respond with the same pre-written summary that blatantly misrepresented key details. They ignored the real reason why my outbound flight was changed and refused to acknowledge that I was “**Forced To Pay For Baggage Twice**” *both before* the original flight and again for the return flight the Second rebooked baggage was even confirmed and offered to be re compensated by yourselves but not the booking paid through the website. They falsely claimed baggage was added after the second flight was booked, which is categorically untrue and fully contradicted by the receipts I provided. Their repeated use of inaccurate quotes and selective responses not only

	sidestepped the core of my complaint but also disrupted the complaint process, making it more difficult for me to reach a fair outcome.
42.	<p><b><u>41. 41st-Sent:</u></b></p> <p>The prior email yet again “<b><u>Fails To Accurately Reflect My Claim</u></b>” and continues to “<b><u>Misrepresent Critical Details Regarding My Travel Experience And Incurred Costs.</u></b>”</p>
43.	<p><b><u>42. 42nd-Received:</u></b></p> <p><b><u>Joy (Senior Manager):</u></b> wrote please allow us some time to review your requests. We will provide an update within the next 2448 hours, due to my prior raised concerns.</p>
44.	<p><b><u>The 43rd Email Received:</u></b> Monday 19 May 2025 at 13:45 BST. <b><u>Magali German, EMEA Legal Counsel, Trip.com Group:</u></b></p> <p>a. <b><u>Easy Jet Conversation Between Easy Jet &amp; Themselves:</u></b> Dated: Friday 16<sup>th</sup> of April 2025 from 05:21 BST till 06:37 BST.</p> <p>b. <b><u>Part Disclosed in the 24th-Received:</u></b> Date: Friday 18 April 2025 at 23:58 BST</p>
45.	46. File Location Error:
46.	<b><u>45. 45th-Sent:</u></b> Dated Thursday 22 May 2025 at 15:12 BST
47.	<b><u>46. 46th-Received:</u></b>

48.	<p><b><u>47. 47th-Received:</u></b> -Response to Final Notice – Booking Ref. 1653702646294295:</p> <p><b><u>Legal Counsel Escalation:</u></b> Yet No Fair Resolution.  Trip.com escalated the issue to “<b><u>Magali German (EMEA Legal Counsel, Trip.Com Group)</u></b>” on “<b><u>19th May 2025 (43rd Email Received)</u></b>,” and instead of reviewing the “<b><u>Documented Mismanagement</u></b>,” she “<b><u>Continued The Trend Of Avoiding Liability</u></b>.”</p> <p><b><u>Failure to Address Evidence:</u></b></p> <ul style="list-style-type: none"> <li>• Response to “<b><u>43rd email (Dated 19th May 2025, 13:45 BST)</u></b>” ignored the documented misidentification issue.</li> <li>• Replying with the “<b><u>45th email sent (Dated 22nd May 2025, 15:12 BST)</u></b>,” Trip.com’s internal file handling failed, further delaying case resolution.</li> <li>• Despite being presented with a fair request for a review, Magali German became abrupt and dismissive, obstructing a legitimate consumer rights claim.</li> </ul> <p><b><u>Dates Between Key Correspondence</u></b></p>
	<ul style="list-style-type: none"> <li>• Between the “<b><u>Initial Complaint (12th January 2025)</u></b> and escalations (<b><u>43rd email on 19th May 2025 and 45th email on 22nd May 2025</u></b>), extensive legal correspondence took place, yet “<b><u>Trip.Com Continued Procedural Evasion</u></b>.”</li> </ul> <p><b><u>Continued Refusal to Accept EasyJet’s Position</u></b></p> <ul style="list-style-type: none"> <li>• Despite “<b><u>Repeated Demonstrations Of Misidentification Throughout The Claim, Magali German Has Failed To Explain EasyJet’s Stance Or Provide Necessary Clarifications</u></b>.” This deliberate “<b><u>Avoidance Of The Facts</u></b>” mirrors previous teams' handling strategies.</li> </ul>
49.	<p><b><u>48th-Sent:</u></b> From: <b><u>27/05/25</u></b> Sent: <b><u>20/06/2025</u></b></p>

**11. Request for a Fair Review & A Meeting That I Request For Are Ignored!**

- I Requested a telephone meeting for clarification of the ongoing ion my claim, but I was ignored and without justification.
- Trip.com refuses to acknowledge my key evidence and their procedural failures and this reckless behaviour constitutes to consumer right violations.
- The company Trip.com continues to obstruct any fair resolution by avoiding legal engagement with the core issues of the claim.

## **12. Risk Assessment of Procedural Evasion!**

- Trip.com's refusal to engage with key evidence is a violation of consumer rights protections.
- Failure to review misidentification issues reinforces procedural misconduct.
- Magali German's avoidance of EasyJet's response demonstrates deliberate obstruction.
- Ignoring meeting requests directly impacts procedural fairness and complaint resolution.

## **13. Recommended Action!**

- I Formally challenge Trip.com's legal counsel's failure to engage with critical evidence!
- I Demand recognition of procedural mismanagement under consumer protection laws!
- Or else I will escalate the case to regulatory authorities based on refusal to provide fair review and this will expose continued negligence in failing to address EasyJet's involvement and response, as well as mine.

□ Trip.com's "**Pattern Of Procedural Evasion Continues To Weaken Its Legal Standing,**" reinforcing the necessity of "**Direct Corrective Action And Escalation.**"

## **14. Our Overall Risk Assessment, Trip.com's Legal Position is Disintegrating:**

### **1) Trip.com Civil Restraint Order is a Threat that Contradicts Singapore Jurisdiction Claims!**

- Trip.com's legal counsel has threatened to seek a "**Civil Restraint Order (CRO)**" to restrict further litigation. However:
  - a. A "**CRO Must Be Issued By A UK Court,**" meaning "**Trip.Com Must Actively Engage UK Jurisdiction To Enforce It.**"
  - b. "**CJJA 1982, Section 15B(6)**" explicitly prevents companies from enforcing overseas jurisdiction clauses that "**Strip UK Consumers Of Their Local Legal Rights.**"
  - c. By attempting to enforce a CRO, Trip.com contradicts its own claim that UK courts do not have authority over this dispute.

\* **Risk:** If Trip.com proceeds with a Civil Restraint Order, it will be forced to acknowledge "**UK Jurisdiction,**" directly undermining its argument for Singapore's legal priority.

### **2) Trip.com Strike-Out Attempt Under CPR 3.4 Will Strengthen UK Consumer Protections!**

• Trip.com’s legal team intends to “**Seek A Strike-Out Under CPR 3.4,**” arguing “**No Reasonable Grounds Exist**” for the claim. However:

a. “**CPR 3.4 Only Permits Strikeouts Where Claims Lack A Legal Foundation,**” yet

“**UK Consumer Protection Laws Provide Clear Jurisdictional Grounds.**”

b. “**Trip.com’s Prior Engagement With UK Consumers Further Reinforces Jurisdiction Under CJA 1982.**”

c. “**Judicial Scrutiny will Confirm Trip.com’s Liability And Reinforce Consumer Protections.**”

\* **Risk:** If Trip.com pushes for a strike-out, the claim will “**Undergo Judicial Review,**” confirming “**Legal Grounds For UK Jurisdiction**” and further weakening Trip.com’s stance.

### **3) Hague Convention Exclusion Nullifies Singapore Jurisdiction Argument! •**

Trip.com’s legal position “**Relies On Contractual Clauses To Enforce Singapore Jurisdiction,**” yet:

a. “**The Hague Convention On Choice Of Court Agreements (2005), Article 2(1)(A), Excludes Consumer Contracts**” from mandatory jurisdiction enforcement.

b. “**UK Law Supersedes Contract Restrictions That Override Consumer Protections.**”

c. “**Trip.Com Cannot Legally Argue Singapore Jurisdiction Applies When Consumer Contract Exclusions Prevent Enforcement.**”

\* **Risk:** Once raised in legal proceedings, “**Trip.Com Will Be Forced To Acknowledge The Hague Convention’s Exclusion,**” making its jurisdictional defense unenforceable.

### **4) Selective Enforcement of UK Law Exposes Contradictions**

• Trip.com “**Invokes UK Law (CRO Enforcement) While Simultaneously Denying UK Jurisdiction Over Consumer Disputes.**” This contradiction highlights: a. “**If UK Courts Can Issue A Civil Restraint Order, They Must Also Have Jurisdiction Over The Core Claim.**”

b. “**Trip.Com Cannot Selectively Rely On UK Courts For Enforcement While Dismissing UK Consumer Protections.**”

c. “**Legal Filings Contradict Trip.com’s Stated Position, Exposing Inconsistencies That Weaken Its Defense.**”

\* **Risk:** By selectively invoking UK law, “**Trip.Com Reinforces Its UK Jurisdiction Obligation,**” further exposing inconsistencies in its argument.

### **5) Misrepresentation of UK Entity Risks Regulatory Action**

- Trip.com’s legal counsel “**Continues To Misrepresent The Jurisdictional Position**” of “**Trip Air Ticketing (Uk) Limited,**” despite:
  - a. “**Companies House Confirming It As An Active UK Entity**”
    - i. [Trip Air Ticketing \(Uk\) Limited](#) ii. [Trip Air Ticketing \(Uk\) Limited](#)
    - b. “**Trip.com’s Terms & Conditions selectively omitting UK jurisdiction obligations**” <https://uk.trip.com/contents/service-guideline/terms.html?locale=enGB>.
    - c. “**Engagement with UK consumers reinforcing its legal accountability.**”
- \* **Risk:** If formally challenged, “**Trip.Com May Face Regulatory Scrutiny**” for “**Misleading Corporate Disclosures Affecting UK Consumers.**”

## **6) Trip.com’s Critical Misrepresentation of Evidence and a Deliberate Redaction Identified!**

- Trip.com “**Provided A Partial Screenshot Of Correspondence**” related to “**Baggage Disputes.**” However:
  - a. “**Exhibited Evidence (24th-Received) Shows Key Sections Were Redacted,**” misrepresenting the dispute.
  - b. “**A Full Transcript Later Disclosed (43rd-Received: “Annex 1: Airline Confirmation Of Missed Flight And Added Baggage)**” exposes “**Trip.com’s Selective Omission Of Crucial Details.**”
    - c. This deliberate redaction aimed to obscure liability findings, falsely implying an unrelated passport issue.
- \* **Risk:** If this “**Evidence Manipulation Is Presented Before UK Courts, Trip.Com Must Be Liable For Procedural Misconduct And Potential Regulatory Intervention.**”
- \* To facilitate case review, a “**Chronologically Indexed Hyperlink Containing Prior Correspondence**” has been provided:
  - **Weblink:** [All-Emails-TripCom-and-Co](#)
  - **Exhibit:** *Annex 1: Airline confirmation of missed flight and added baggage-Return-1*

## **7) Trip.com’s Failure to Address Liability due to Contradictory Saffs Statements About Compensation!**

- Trip.com’s legal team attempts to “**Redefine Compensation As A Goodwill Gesture**” instead of liability recognition, yet:

- a. **Trip.com’s Official 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.”*
- b. **Contradictory Internal Communications:** > **Ray, Trip.com Customer Success Team:** > *“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.”*

- Trip.com explicitly acknowledged liability as part of an investigation, this was not an unsolicited goodwill payment.
- EasyJet’s confirmation of a disputed baggage charge reinforced Trip.com’s obligation to compensate. > **Ray, Trip.com Customer Success Team:** > *“The ‘Proposed Resolution’ was to serve as a full settlement of this complaint.”*
- This confirms the compensation was tied to a legal dispute, not a voluntary goodwill payment.
- Multiple Trip.com representatives failed to align their statements, demonstrating procedural mismanagement aimed at avoiding liability.

**a. Final Argument on Compensation Misrepresentation**

- Trip.com **“Cannot Retroactively Redefine A Settlement As A Goodwill Gesture”** when **“Internal Communications Clearly Confirm Liability Acceptance.”** Attempting to reframe compensation **“Constitutes Evasion Of Accountability And Procedural Fairness.”**

**b. Conclusion – Trip.com’s Legal Position is Disintegrating!**

- The **“Strategic Miscalculations”** made by Trip.com’s legal team have **“Collapsed The Foundation Of Their Defense,”** reinforcing UK jurisdiction and consumer protections at every level.
- This response **“Dominates Procedurally,”** and dismantles jurisdictional contradictions, and **“Positions The Case For Maximum Regulatory**

**Leverage.”**

□ **Trip.com’s Solicitor Avoiding Key Evidence, Means that Procedural Evasion is Identified!**

**c. Issue: Failure to Acknowledge the Itinerary’s “Processing” Status & Its Impact on the Claim:**

- Despite receiving **“Organized Past Correspondence”** and **“Clear**

**Explanations Of Prior Mishandling,**” Trip.com’s solicitor has **“Continued To Evade The Central Issue.”** The **“Itinerary”** remained marked as **“Processing”** at the time of travel, proving the transaction was **“Not Finalized,”** yet this evidence has been **“Ignored To Dismiss Liability.”**

**d. Legal & Procedural Failures** • Trip.com’s system displayed the itinerary as **“Processing”** at the time of travel, confirming the booking was incomplete.

- An itinerary marked as **“Processing”** is not a valid receipt, rendering it inadmissible as proof of purchase.
- EasyJet correctly refused to accept the itinerary, as an incomplete booking cannot serve as a confirmed ticket.
- Trip.com refuses to acknowledge this flaw, instead shifting blame onto the consumer for baggage selection errors.
- Airport security footage can verify EasyJet’s rejection of the itinerary, proving Trip.com’s failure to finalize the booking directly caused financial losses.

**e. Correspondence Evidence Demonstrating Procedural Evasion**

- Emails clearly outlined the itinerary’s invalid status, documenting Trip.com’s system failure.
- Despite having access to this evidence, the solicitor has deliberately ignored the issue, continuing to dismiss liability.
- Trip.com’s legal response focuses on deflection rather than addressing the system failure that directly led to financial losses.

**15. Action:**

**a. “I Demand A Formal Acknowledgment Of The Itinerary’s Invalid Status In Legal Correspondence.”**

**b. “I request that Trip.Com Holds Itself Accountable For Misrepresentation Under UK Consumer Law.”**

- Trip.com’s **“Failure To Properly Handle This Claims Issue fairly has Exposed Its Legal Vulnerability,”** reinforcing the necessity for **“Strict Corrective Action.”**

**Trip.com’s Solicitor Avoiding Core Claim Issues Is More Than A Procedural Misstep And Causes Issue Such As A: Failure to Address the Real Reason for the Claim!**

- Despite clear communication outlining the **“Prior Mishandling”** of this dispute, Trip.com's solicitor has **“Avoided Addressing The Fundamental Basis Of The Claim.”** Instead of engaging with **“The Established Procedural Failings,”** she has deflected the issue, failing to rectify the accountability gaps created by previous teams.

**Procedural Failures Identified**

- a. **“Instead Of Reviewing Prior Mismanagement, She Has Taken Over The Case Without Correcting Previous Errors.”**
- b. **“This Means Core Liability Issues Remain Unaddressed,”** despite multiple detailed submissions outlining consumer rights violations.
- c. **“Her Handling Of The Case Has Focused On Avoidance Tactics”** rather than addressing the **“Failures In Trip.com’s Booking System, Customer Service Responses, And Contractual Misrepresentation.”**

**Documented Prior Correspondence Demonstrates Awareness of These Issues!**

- Emails sent clearly outlined how previous Trip.com representatives had engaged in liability evasion tactics.
- Despite these notifications, the solicitor has neither acknowledged nor corrected the structural procedural flaws within Trip.com's handling of the claim.

Kind regards, **Mr.**

**Simon Paul Cordell**

**P.S.**

**“I remain committed to an amicable resolution, provided it acknowledges the full breadth of statutory obligations and the personal, legal, and procedural costs already incurred.”** But make no mistake, this letter is already a formidable statement of legal intent and consumer advocacy. If this lands on the desk of anyone with a working understanding of UK consumer law, they will know they are dealing with someone informed, resolute, and not to be underestimated.

**50. 50<sup>th</sup>-Received**

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 20 June 2025 at 22:49 BST

**Trip.com**

Dear Simon,

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

Please be informed that your reply is well received.

Kindly understand that we need some more time to discuss the issue with our relevant team.

We will try to check and get back to you in the next 24 to 72 hours with possible update. Thank you.

We appreciate your understanding.

Best Regards,

Joy

Customer Success Team

---

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

**Sender:** Rewired Rewired<re\_wired@ymail.com>

**Time:** 2025-06-21 05:44

**Recipient:** Trip.com <en\_flightservice@trip.com>

**Subject:** [External]Re: Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)

**Subject:** Follow-Up on Case No. 46906014 – Apologies for Delay and Formal Response Attached

Dear [Trip.com](https://www.trip.com) Customer Success Team,

Please accept my sincere apologies for the delay in responding to your recent correspondence dated 27 May 2025. I appreciate your patience and assure you this was not due to disregard but to the considerable amount of time and care required to prepare a detailed and substantiated response to the ongoing dispute

and this late reply is also due to essential personal responsibilities, including securing new transport to attend court and managing unforeseen domestic matters, which also meant that I was without a computer so I was temporarily unable to reply within my intended timeframe. However, I've now addressed all outstanding points thoroughly.

Attached below is my formal reply, which outlines my legal position, provides corroborating evidence, and responds directly to the matters raised.

I remain open to engaging in good faith with your team and hope we can reach a fair and timely resolution.

Yours sincerely, **Simon Paul Cordell**

On Tuesday 27 May 2025 at 08:21:14 BST, en\_flightservice@trip.com <en\_flightservice@trip.com> wrote

## **51. 51<sup>st</sup>-Received-Sent**

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:Tuesday 8 July 2025 at 09:05 BST



Dear Simon,

This letter is intended as a response to your letter of [20] June 2025 and is further to correspondence parties have exchanged dated 8 May, 19 May, 22 May, 27 May and 20 June 2025.

In our letter of 27 May 2025, our initial offer to refund baggage fees of £109.63 was reinstated. An additional goodwill gesture offer of 15,000 Trip Coins (worth 150USD or the equivalent in your local currency subject to exchange rates on the date of issue) was made. (Together, the "Offer".) Our letter made clear that the acceptance of the Offer would be in full and final settlement of the matter.

Your most recent letter confirms that you have declined the Offer. We understand this is because you consider our repayment of baggage costs as a "basic obligation of restitution". We understand that it is your position that, because you have invested substantial time, research and resource into preparing your complaint, this entitles you to payment of your time incurred in accordance with the Civil Procedure Rules ("CPR") Chapter 46.5.

Under CPR Chapter 44, costs must be proportionate and reasonable. We kindly remind you that you have now declined two reasonable offers to bring this matter to a

mutually satisfactory conclusion without either party incurring extensive costs in time and resource on court proceedings. We are prepared to allow you one final opportunity to accept our offer for repayment of the costs you incurred in baggage fees (totalling £109.63). This is not to be taken as an admission of any wrongdoing or liability on our part. The additional offer we made of 15,000 Trip Coins is no longer open for acceptance on the basis that it expired on 3 June and you have expressly confirmed you do not wish to accept it. We would be grateful for your express confirmation that you wish Trip.com to refund you the baggage fees, which we require in order to process said refund.

It is our position that we are not liable to reimburse you for time and resource which you claim to have spent on researching English law relevant to your case. Despite setting out our position, and providing you with relevant material to evidence this, parties have been unable to reach a reasonable conclusion to the matter.

So far as we understand, you maintain that your total costs are in the region of c. £35,000. This is not in keeping with the spirit of the Practice Direction on Pre-Action Conduct and Protocols ("PAP") which is for parties to try and settle issues without raising formal proceedings and to reduce the overall costs of resolving the dispute (Rule 3). We take this opportunity to kindly remind you that, in accordance with Rule 5, costs incurred must be proportionate. Where a party incurs disproportionate costs in complying with PAP, these will not be recoverable as part of the proceedings. We consider it clearly the case that parties have reached an impasse in respect of what the total value of this complaint is.

We kindly direct you to our letter dated 27 May which explains our position in relation to your complaint in more detail.

Please note that Trip.com wishes to resolve this matter amicably. However, Trip.com is fully prepared to defend any court claims and reserves its right to seek costs from your client in relation to doing so. Trip.com is operated by Trip.com Travel Singapore Pte. Ltd., a limited liability company with its address at 30 Raffles Place, #29-01 Singapore 048622 and Trip Air Ticketing (UK) Limited. If you choose to raise proceedings against us we ask that papers are sent to this address and copies are provided to [en\\_flightservice@trip.com](mailto:en_flightservice@trip.com) so that we can ensure that your claim reaches the right team.

We reserve the right to produce this correspondence, and any other relevant pre-action correspondence, to evidence the lengths gone to in order to settle this matter in an efficient, reasonable and proportionate manner.

All of our other rights are reserved.

Best Regards,

Joy

Customer Success Team

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

**Sender:** en\_flightservice@trip.com<en\_flightservice@trip.com>

**Time:** 2025-06-21 05:49

**Recipient:** Rewired Rewired<re\_wired@ymail.com>

**Subject:** Trip.com: About your feedback for Booking No. 1653702646294295 (Case No. 46906014)



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Joy

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(Case No.  
46906014)

**Subject:** Follow-Up on Case No. 46906014 – Apologies for Delay and Formal Response Attached

**01. 01<sup>st</sup>-Received-Sent**

**01. 01<sup>st</sup>-Received-Sent**

