Gmail

M Jones <[redacted]@gmail.com>

Customer Support Chat 1019-119-342

1 message

Mytrip <no-reply@support.us.mytrip.com> 3 June 2024 at 08:51
Reply-To: Mytrip <no-reply@support.us.mytrip.com>
To: [redacted]@gmail.com

mytrip

Hi Michael,

Thank you for contacting our customer support team. Please find a copy of your live chat transcript below:

Order number: 1019-119-342

Chat started: 2024-06-01 22:17 (EDT)

Chat ended: 2024-06-01 23:03 (EDT)

Welcome message:
Hi Michael,
Welcome to our chat support.
An agent will be with you shortly.
In the meantime, please let us know how we can help you, by replying to this message.
Welcome message:
You may experience a small response delay.
We kindly ask you to stay connected without closing the chat window until your issue is resolved.
Virtual Assistant Oriana:
Hello, I'm Oriana, your virtual assistant.
Virtual Assistant Oriana:
How can I help you? Please select one of the options below.
Michael Jones:
Manage trip
Virtual Assistant Oriana:
Please select one of the options below.
Michael Jones:
Cancellation
Virtual Assistant Oriana:
Have any unexpected events such as a strike, bad weather or political unrest affected your flight(s)?
Michael Jones:
No
Virtual Assistant Oriana:
Did the airline change or cancel your flight?
Michael Jones:
No
Virtual Assistant Oriana:
You may be able to cancel your booking depending on the ticket rules. However, airline penalties and our agency fees may apply.
Virtual Assistant Oriana:
Before proceeding, learn more about our service fees here and scroll to the bottom of the page.
Virtual Assistant Oriana:
If you are already aware of our fees, would you like to chat with an agent to learn more about the cancellation policies?
Michael Jones:
Yes
Virtual Assistant Oriana:

Virtual Assistant Oriana:
Please wait while I connect you to the next available agent.
Virtual Assistant Oriana:
Please stay connected, I'm still looking for the next available agent.
Virtual Assistant Oriana:
Thank you for waiting. I will connect you to an agent as soon as possible.
Virtual Assistant Oriana:
All of our agents are currently busy and the waiting time is higher than normal. Please stay connected and an agent will be with you shortly.
Virtual Assistant Oriana:
Please stay connected, I'm still looking for the next available agent.
Virtual Assistant Oriana:
Thank you for waiting. I will connect you to an agent as soon as possible.
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Virtual Assistant Oriana:
All of our agents are currently busy and the waiting time is higher than normal. Please stay connected and an agent will be with you shortly.
Virtual Assistant Oriana:
Please stay connected, I'm still looking for the next available agent.
Vo:
Hello, Jones, Michael\\, my name is Dong. Please give me a moment to review your request. It won't take more than 5 minutes.
Michael Jones:
I wish to cancel my flight booking with order number: 1019-119-342. The reason for my cancelling the booking is that Mytrip failed to fulfil the terms of its Flexible Ticket agreement when I requested to change the dates of my flights through Mytrip's online chat support facility on 30 May 2024.
Michael Jones:
While requesting the changes, I searched Mytrip's website for alternative flights with Xiamen Airlines on my requested dates (Outbound - 03/06/2024; Inbound - 02/07/2024). There were numerous flight combinations available on those dates for a comparable price to that I had originally paid. I specified one particular combination for a flexible ticket price of USD 268.24, but there were many other combinations of a similar price (my original flexible ticket had cost USD 259.69). At the time of my request there were 5 seats available on my requested flights, and so there is no reason Mytrip could not have changed my booking to those flights with a fare difference of less than USD 10.
Michael Jones:
Following my request I received a series of 3 emails from support.us.mytrip.com in which I was offered changes to my flights which would have incurred charges for the difference in ticket price of between USD 248.92 and USD 330.29. These were unaffordable and

therefore unacceptable to me, as there were numerous ticket combinations available at the time for a comparable price to that I had originally paid.
Michael Jones:
My only reason for cancelling the booking is that of Mytrip's failure to honour the terms and the spirit of its Flexible Ticket arrangement; therefore, I also request a refund of the original ticket price from Mytrip (minus flexibility component). Requests for refunds in the case of voluntary cancellations are permitted under s.3.5.3 of Mytrip's Terms & Conditions, in combination with s.1.2.10.1.1 of Xiamen Airlines' Terms & Conditions.
Michael Jones:
Should Mytrip decline to offer a refund at this point in response to this request, I shall submit a formal complaint by email to Mytrip expressing in greater detail the justification for my refund request.
Michael Jones:
Please respond by email to confirm the cancellation of my booking ref: 1019-119-342.
Please also supply by email a transcript of this chat submission.
Vo:
Please give me a moment to check on that request .
Vo:
You may cancel your booking for an airline fee of 80.00 USD.
Please note that, according to the airline's rules, some airport taxes and all add-on products are non-refundable. Would you like us to reach out to the airline to cancel your booking?
Michael Jones:
Ok, I'm all done here. Please respond by email.
Vo:
So you want to cannel your tick , please confirm .
Vo:
My apologize, after checking your ticket is nun refundable .
Vo:
I didn't receive a response, and I want to make sure we're still connected. Let me know by responding to the chat.
Otherwise, this chat will close in 3 minutes.
Vo:
I still haven't received a response, and it seems that you are no longer connected. This chat will now be closed.
If you need further assistance, please start a new chat.
Thank you.

Regards,
Mytrip

Please note that this is a no-reply email.
If you would like to contact us, please click here.

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