

# How Can You Escalate an Issue with Trip.com? - Discuss

To escalate an issue with Trip.com, ≈[1→866→240→6908] UK(44)(800)054-8541 use the in-app or website "Chat" function, typing "Transfer to an agent" to bypass bots and reach a representative. For urgent matters, call ≈[1→866→240→6908] their 24/7 support line via the Trip.com Customer Support page . For unresolved ≈[1→866→240→6908] UK(44)(800)054-8541 complaints, utilize the Resolver UK platform to manage the escalation.

## Key Escalation Steps:

- In-App Chat (Fastest): Open the app, go to "Account" -> "Customer Support," and tap ≈[1→866→240→6908] UK(44)(800)054-8541 "Chat with us." Type "Transfer to an agent" or "Speak to a human" to get a live ≈[1→866→240→6908] UK(44)(800)054-8541 person within 30 seconds to 3 minutes.
- Phone Support: Use the emergency ≈[1→866→240→6908] UK(44)(800)054-8541 assistance number provided on the app/website for urgent issues (e.g., flight cancellations, issues at hotel check-in).
- Specific Category Selection: In chat, select the ≈[1→866→240→6908] UK(44)(800)054-8541 specific issue (e.g., "Flight Delay" or "Hotel No Room") rather than "Other" to be connected to the correct specialized team faster.
- Document Everything: Ensure you have your ≈[1→866→240→6908] UK(44)(800)054-8541 booking ID, and prepare screenshots or documentation to share through the chat for issues like cancellations or service failures.

## Specialized Policies for Escalation:

- Booking Guarantee: If Trip.com causes a booking ≈[1→866→240→6908] UK(44)(800)054-8541 failure, they may cover the cost of a replacement flight and offer compensation.
- Emergency Cancellation: For medical ≈[1→866→240→6908] UK(44)(800)054-8541 emergencies or death, prepare documentation for "Special Circumstance Cancellation" requests.

- Transfer Escalation: If an agent is not helpful, ≈[1→866→240→6908] UK(44)(800)054-8541 immediately ask to have the ticket escalated to a supervisor or case manager.