

**C-LAP-COM-2025-0993**

Callao, December 03, 2025

Dear Mr.  
Cairo Martins  
Present.-

On behalf of Lima Airport Partners S.R.L. (LAP), operator of Jorge Chávez International Airport (AIJC), we hereby answer your complaint filed on November 30, 2025, through our complaints book. Your communication was registered in our claims management system under number 11702.

In reference to your dissatisfaction with the immigration process at our terminal and the treatment you and your family member received from immigration staff, please allow us to express our sincere regret for the inconvenience caused by the situation described in your communication.

In this regard, it should be noted that immigration control is a function of the Peruvian State, and it is the staff of the National Superintendency of Migration who are responsible for this function. In this regard, the staff, service processes, equipment, and system of Migration depend solely on that entity, without our client having any influence on these procedures, and therefore we lack the authority to respond to your communication<sup>1</sup>.

In this regard, if you deem it appropriate, you can contact the Immigration Office directly via the following link: [https://reclamos.servicios.gob.pe/?institution\\_id=217](https://reclamos.servicios.gob.pe/?institution_id=217), or request specific information by email: [informes@migraciones.gob.pe](mailto:informes@migraciones.gob.pe)

However, we sincerely regret any inconvenience that the situation described may have caused you and hope that your next experience at this terminal will be a pleasant one. Rest assured that we will continue to work with the airport community to exceed our passengers' expectations, which is one of our main concerns.

Finally, we must indicate that in accordance with the provisions of section III of the 'OSITRAN Regulations for Attention to Claims and Dispute Resolution', a document that is published on our website and which you can access through the following link: <https://www.lima-airport.com/pasajeros/ositran> in case you disagree with the resolution of our client, you can file an appeal of your choice, Reconsideration<sup>2</sup> or Appeal<sup>3</sup>, before LAP, against this response letter, within fifteen (15) business days, counted from the next business day of the notification of our letter. To this end, you must submit the respective appeal by letter or email sent to the following addresses:

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<sup>1</sup> It is considered inadmissible, in accordance with the provisions of Article 40 of OSITRAN's Complaints Handling and Dispute Resolution Regulations, as it is a complaint relating to a service not provided by our client.

<sup>2</sup> The deadline for the Provider Entity to answer a Reconsideration is 15 working days from the day following its presentation, and this communication must be supported by new evidence.

<sup>3</sup> The deadline for the Provider Entity to file an Appeal for its evaluation by OSITRAN, in the second instance, is 15 working days from the day following its presentation



**AEROPUERTO INTERNACIONAL  
JORGE CHÁVEZ**  
Avenida Elmer Faucett s/n – Callao  
Edificio Central  
T (511) 517 3100  
[www.lima-airport.com](http://www.lima-airport.com)

[mesadepartesvirtual@lima-airport.com](mailto:mesadepartesvirtual@lima-airport.com) and/or [reclamos@lima-airport.com](mailto:reclamos@lima-airport.com); you can also contact our staff, within the established hours, through the complaints telephone line (517-2400).

Yours sincerely,

**LIMA AIRPORT PARTNERS S.R.L.**

A handwritten signature in black ink, appearing to read "Juan Jose Salmón Balestra".

**JUAN JOSE SALMÓN BALESTRA**  
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Rocío Espinoza Olcay".

**ROCÍO ESPINOZA OLCAY**  
Reputation Manager