

**C-LAP-COM-2026-0149**

Callao, February 3, 2026

Mrs.  
Lucie Vottova  
Present.-

We are writing to you on behalf of Lima Airport Partners S.R.L. (LAP), operator of Jorge Chávez International Airport (AIJC), in response to your communication sent on January 31, 2026, via our website. Your communication was registered in our claims management system under number 12015.

Regarding the incorrect information you received from airline staff in relation to the check-in process for your luggage from flight KL0743 to flight LATAM LA2035, we would like to point out that we sincerely regret the inconvenience you mention in your communication. In this regard, we have forwarded your communication to KLM staff working at AIJC for appropriate action.

However, it should be noted that airlines and/or third parties acting on their behalf are solely responsible for the transport and custody of checked baggage, special baggage, and/or pets in the hold from the moment they are received at the check-in counter at the point of origin until they are delivered to passengers at their destination. Therefore, we do not have the authority to respond to your request<sup>1</sup>.

Notwithstanding the foregoing, we must emphasize that if any user perceives inappropriate treatment or defective service provided by an airline, they should address their complaint to the airline itself; and, if deemed appropriate, they may then report the incident to the competent consumer protection authority<sup>2</sup>.

In this regard, if you have any questions or requests regarding the events that led to your communication, we suggest that you contact the aforementioned company directly via the following link: <https://www.klm.com/pe/en/contact/refund-compensation>

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/en/pasajeros/ositran> in case you disagree with the resolution of our client, you can file the appeal of your choice, Reconsideration<sup>3</sup> or Appeal<sup>4</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

<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 competent authority to which we refer is the National Institute for the Defense of Competition and Protection of Intellectual Property (INDECOPI).

<sup>3</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>4</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.



**INTERNATIONAL AIRPORT**

**JORGE CHÁVEZ**

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Central Building

T (511) 517 3100

[www.lima-airport.com](http://www.lima-airport.com)

addresses: [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 (517-3500).

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**  
General Manager

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

**ROCÍO ESPINOZA OLCAY**  
Reputation Manager