

C-LAP-COM-2026-0957

Callao, September 15, 2026

Dear
Kelly Moscrop

We are writing to you on behalf of Lima Airport Partners S.R.L. ("Lima Airport"), operator of Jorge Chávez International Airport (AIJC), in response to your communication submitted on August 30, 2026, regarding the incident involving a person who offered you a taxi service within the airport and, according to your communication, charged you US\$48 instead of the S/48 fare initially indicated. Your communication was registered in our complaint management system under No. 12789.

First, we would like to thank you for taking the time to register your case with us, as this allows us to learn more about our passengers' experiences.

According to the information provided in your communication, the taxi service you used appears to have been provided by Uber, a company that is not among the companies authorized by Lima Airport to provide transportation services at Jorge Chávez International Airport. In this regard, the information provided has been brought to the attention of the National Police of Peru (PNP) so that it may take any appropriate action within the scope of its authority. Accordingly, we recommend that you file the corresponding complaint with the competent authority, should you not have already done so.

On the other hand, it is important to clarify that, although Lima Airport, as operator of AIJC, implements various measures aimed at safeguarding the safety of passengers and their companions, it should be taken into consideration that the airport constitutes public-use infrastructure. Therefore, it is not legally possible to restrict access by individuals to the public areas of the terminal.

It should also be noted that the public areas of the airport terminal are permanently staffed by personnel from the Urban Transport Authority (ATU) and the National Police of Peru (PNP). Within the scope of their respective powers, these entities carry out inspection, control, and intervention activities concerning drivers who provide transportation services informally.

As the airport operator, Lima Airport shares your concern regarding this type of situation. Therefore, we have been continuously coordinating with the competent authorities to implement and strengthen measures aimed at preventing and mitigating such practices, which negatively affect the user experience and the image of our country.

It is important to note that Lima Airport promotes the use of authorized taxi services through informational notices located in different areas of the terminal, as well as through information published on its website¹.

¹ <https://www.lima-airport.com/pasajeros/transporte/taxi>

In this context, and considering that the facts described concern matters whose investigation and, where applicable, sanctioning fall within the competence of the relevant authorities, Lima Airport does not have the authority to address or rule on such matters².

Without prejudice to the foregoing, we sincerely regret the inconvenience you have reported and reiterate our commitment to continuing to collaborate with the competent authorities to strengthen security measures for the benefit of all users. We hope that your next experience at this terminal will be more pleasant.

Finally, we must inform you that, in accordance with the provisions of Section III of the "OSITRAN Regulations for the Attention of Complaints and Dispute Resolution," a document published on our website and available at the following link: <https://www.lima-airport.com/pasajeros/ositran>, should you disagree with this decision, you may file, at your discretion, Appeal³ or Reconsideration⁴, before LAP against this response letter, within fifteen (15) business days, counted from the business day following notification of this letter. For this purpose, you must submit the corresponding appeal by means of a written recommunication or email sent to the following addresses: mesadeparteesvirtual@lima-airport.com and/or reclamos@lima-airport.com; you may also contact our staff, during the established business hours, through the Complaints Telephone Line at (517-3500).

With no further matters to address, we remain at your disposal.

Sincerely,

LIMA AIRPORT PARTNERS S.R.L.



MILAGROS PAREDES
Central Development
and Sustainability Manager



ROCÍO ESPINOZA OLCAY
Reputation Manager

² It is considered inadmissible, in application of the provisions of Article 40 of the OSITRAN Regulations for Attention to Complaints and Dispute Resolution, as it is a claim referring to a service not provided by our client.

³ The claim is deemed inadmissible pursuant to Article 40 of the OSITRAN Regulations for the Attention of Complaints and Dispute Resolution, as it concerns a service not provided by our client.

⁴ The term for the Provider Entity to rule on an Appeal for Reconsideration is 15 business days from the day following its filing, and said appeal must be supported with new evidence.