



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

C-LAP-COM-2026-0560

Callao, June 5th 2026

Dear
Vicas Maria and Vicas Florin
Present.-

We are writing to you on behalf of Lima Airport Partners S.R.L. (LAP), the operator of Jorge Chávez International Airport (AIJC), to respond to your complaint submitted on May 30, 2026, which we received through our complaint log, regarding the missed flight due to incorrect information provided by the airport. Your complaint has been registered in our complaint management system under No. 12422.

In response to your communication, please allow us to inform you that, as operators of this terminal, we strive to ensure that passengers, users, and the general public receive the best possible service and treatment, as our passengers' experience is of the utmost importance.

In this regard, on June 3, our company sent you an email requesting relevant information in order to properly address your communication. Unfortunately, to date we have not received any response to that request, which is essential for investigating your case.

In light of the foregoing and in accordance with the provisions of Article 38 of OSITRAN's Regulations on Complaint Handling and Dispute Resolution, your complaint must be declared inadmissible and will be closed.

Finally, we must note that, in accordance with the provisions of Section III of the "OSITRAN Regulations on Complaint Handling and Dispute Resolution"—a document published on our website and accessible via the following link: <https://www.lima-airport.com/pasajeros/ositran> should you disagree with the decision, you may file the appeal of your choice—Reconsideration or Appeal—with LAP against this response letter within fifteen (15) business days, starting from the first business day following notification of our letter. To do so, you must submit the relevant challenge via a letter



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or email sent to the following email addresses: mesadepartesvirtual@lima-airport.com and/or reclamos@lima-airport.com; you may also contact our staff during business hours via the complaints hotline (517-3500).

We have nothing further to add and remain at your service.

Sincerely,

LIMA AIRPORT PARTNERS S.R.L.

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

JUAN JOSE SALMÓN BALESTRA
Gerente General

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

ROCÍO ESPINOZA OLCAY
Gerente de Reputación