

C-LAP-COM-2026-0752

Callao, August 11th 2026

Dear
George Self
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 July 28, 2026, regarding your dissatisfaction with the availability and use of seating areas at the airport's boarding gates. Your complaint has been registered in our complaint management system under No. 12604.

First of all, we would like to thank you for taking the time to share your experience with us. Your feedback allows us to better understand our passengers' experiences and identify opportunities for improvement in the services provided at the terminal.

At Lima Airport, we continuously monitor the conditions and operation of the boarding areas throughout the terminal, seeking to improve passenger comfort and experience while ensuring that these areas operate in accordance with the applicable operational and safety requirements. We also continuously evaluate opportunities to improve the distribution and management of passenger facilities within the terminal.

Likewise, we consider accessibility and passenger comfort important aspects of the service provided at the terminal, particularly for elderly passengers, families traveling with children, and passengers with disabilities or reduced mobility.

In this regard, on Aug 5, 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 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 be "Milagros Paredes".

MILAGROS PAREDES

Gerente Central de Desarrollo
y Sostenibilidad

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

ROCÍO ESPINOZA OLCAY

Gerente de Reputación