



Guide for Technical Officials



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1 ABOUT

1.1 *About the Guide for Technical Officials*

This guide has detailed information about the services and policies to be implemented by Technical Officials during the Lima 2019 Pan American Games.

Technical Officials include International Technical Officials (ITO), National Technical Officials (NTO), and International Technical Delegates (ITD).

Lima 2019 will not make any additional reimbursement to the services covered in this guide.

1.2 *About Lima*

It is a city located near the Pacific Ocean, on a natural balcony that accommodates nearly 10 million people with thousands of stories and of different origins. Lima is a city with a past and a future, with innovators and entrepreneurs, and of art, craftsmanship and industry. A glorious city that knows how to celebrate life. Lima is full of opportunities!

The Peruvian capital is located on the central coast of South America and brings together all the country's variety and complexity in a captivating and vibrant metropolis. Also, it is the only city in America that stretches from the Andes to the ocean.

Lima is a region, a province, a city (Lima Metropolitan Area), as well as a district. It comprises 43 districts (divided into Northern, Southern, Eastern and Western Lima), in addition to the seven others that make up the Region of Callao.

Throughout its history, Lima has been bolstered by immigrants from other regions of the world and other parts of the country. Therefore, it is safe to say it is a diverse city and multiculturalism is its main resource.

Moreover, Lima has the largest ethnic Chinese community and the second largest Nikkei community in Latin America.

Just by walking the streets of Lima, you can admire its churches, archaeological sites, and colonial houses coexisting with modern buildings. Lima also offers a wide variety of cultural events and is recognized worldwide as the gastronomical capital of Latin America. It has the privilege of being the only capital city of South America located on the shores of the Pacific Ocean.

1.3 Currency

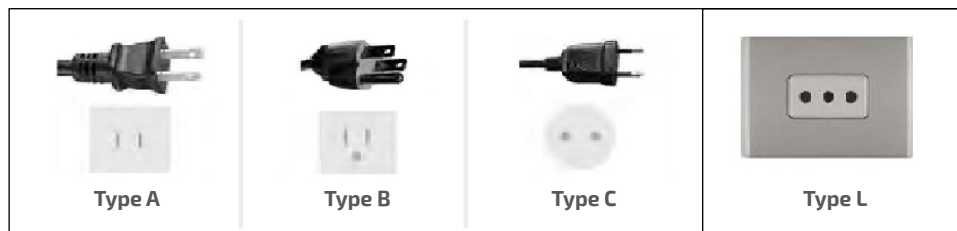
The national currency is the sol (PEN), but the American dollar (USD) and the euro (EUR) are also accepted.

1.4 Language

Spanish, the official language of Peru, is spoken by 84% of the population. In addition, 47 indigenous languages, including Quechua and Aymara, are spoken in the country.

1.5 Electricity

Voltage in Peru is 220 Volts and 60 Hertz. Outlets are type A/B/C/L plugs.



1.6 About Lima 2019 Pan American Games

- Sports: 39
- Disciplines: 61
- Competition Venues 39
- Competition Days: 19
- Opening Ceremony: Friday, July 26, 2019
- Closing Ceremony: Sunday, August 11, 2019



2 TECHNICAL OFFICIALS SERVICES

2.1 ACCREDITATION

2.1.1 Using Accreditation to Enter Peru

Technical Officials may enter Peru with a valid passport and their Pre-valid Card (PVC) from May 26, 2019, to September 11, 2019.

Their PVC and passport will be required for the immigration control. Both must have a minimum validity of six months from the date of entry to the country. A visa will be issued with the PVC for countries that need it. If you wish to get more information on the accreditation process and visas, check the "PVC and Visa Guide".

PVCs may be used as an entry document only for Peru. People doing stops in another country must verify if they need an entry visa or a transit visa for that country. Management of such visas will be the sole responsibility of each Technical Official.

2.1.2 PVC Distribution

Each Pan American Confederation (PC) or International Federation (IF), through their ALO (Accreditation Liaison Officer), must ensure the successful PVC distribution for the members of their organization, and that PVCs are intact and undamaged to avoid any possible delays.

If you have not received the PVC before traveling and require a visa to enter Peru, you must undergo the regular process to acquire it at the Peruvian consulate in your country of origin. Therefore, we suggest you have a continuous communication with your PC or IF to find out the submission schedules.

NTOs must go to the Uniform and Accreditation Center (UAC) on a date to be informed later.

2.1.3 Lost, Stolen or Damaged PVCs

If a PVC is lost, stolen or damaged before entering Peru, the Accreditation Department must be informed immediately, so the card —and the visa, if it applies— is canceled in the system. If this happens with a card that holds a visa, Technical Officials must undergo the regular process to acquire it at the Peruvian consulates in their country of origin. A new PVC will not be sent.

If a PVC is lost, stolen or damaged after entering Peru, Technical Officials must comply with the accreditation replacement policies and procedures and visit an accreditation center with the ID used for their registration in the Accreditation System, so the corresponding card can be issued, regardless of its validation status.

2.1.4 Accreditation Validation

All Technical Officials accredited by Lima 2019 must go to an accreditation center to complete their card validation process before entering any venue.

The first validation point is the Jorge Chávez International Airport, and the validation process is detailed in the "Arrivals and Departures" section. If Technical Officials do not have their PVC, they must go to an accreditation center and show their national ID (foreigners: passports, residents in Peru: DNI, foreigners residing in Peru, Alien Registration Card).



The Accreditation Department will have the following centers and services:

FACILITIES	VALIDATION	CARD PRODUCTION	PHOTO CAPTURE	ISSUE RESOLUTION
Airport	✓	X	X	X
Venue Accreditation Offices (VAO - competition venues)	✓	X	X	X
Uniform and Accreditation Center (UAC)	✓	✓	✓	✓
Accreditation Center at the Games Family Hotel	✓	✓	✓	✓
Satellite accommodations (competition venues, with the exception of the Callao Naval Academy)	✓	✓	✓	✓

2.1.5 Accreditation Access for Technical Officials

This is the privilege matrix for TOs.

CATEGORY	VENUE ACCESS	ZONE ACCESS	STANDS	CEREMONIES	TRANSPORTATION
F (ITD)	ALL	Blue, 2, 4, 5, 6	W	With ticket	T2
J (ITO, NTO)	Own venues	Blue, 2	W	With ticket	TF

3 ARRIVALS AND DEPARTURES

The Lima 2019 Arrivals and Departures team is in charge of the efficiency of the arrivals and departures process in Peru for all participants of the Lima 2019 Pan American Games. To achieve this, operations include:

- Information about flights and baggage
- Reception at the airport
- Airport services
- Transportation to the hotel
- Accommodation
- Dispatch support at exits
- Tracking assistance for lost baggage or baggage with an issue
- Information desk
- Guides to Pan American Village and Satellite Village transfer areas

3.1 Air Tickets Policy

The Arrivals and Departures Department will contact each Technical Official to coordinate air tickets.

Lima 2019 has the following air ticket purchase policies for ITDs and ITOs:

- It will be the economy class fare.
- Cities of origin and destination must be the same.



- In case you request for a different origin or destination, the change will be accepted only if the rate is lower or equal to the rate for the same origin and destination.
- Purchased tickets include a piece of carry-on baggage and a piece of checked baggage. In case you require additional baggage, the Technical Official must assume the cost and coordinate directly with the operator contact person.
- The itinerary is done according to the dates defined for your participation. However, if the Technical Official wishes to change the dates for tourism, the change can be made only if the cost is less or equal to the cost of the original dates. If the Technical Official wishes to stay longer, Lima 2019 will not cover the accommodation, transportation, per diem and catering services for the additional days.
- There will be no preference in purchasing the airplane tickets in any airline. It will be defined according to what best fits to the Lima 2019 guidelines.
- There will be no reimbursement in case the client has already purchased the ticket, changed their seat, or changed their travel class.

3.2 Arrivals

Services will be available from July 12 to August 11 for all accredited participants. However, personnel will be at the airport as of July 8 to provide assistance and directions. This transportation service from the airport will be available starting on July 12. Participants with a port of entry (or exit) other than the Jorge Chávez International Airport or who may have changed their arrival and departure dates will not have access to these services.

3.3 Visas and Immigration

When entering Peru by the Jorge Chávez International Airport, you must pass the immigration control located on the first floor, where you will need to present your Pre-valid Card and passport with a validity of a minimum of 6 months (mandatory validity from the entry to the country) to be identified as a participant of Lima 2019.

The following list of countries of the Americas need a Visa to enter Peru, and the complete list is included in the Visa Guide.

Zone	Country	Needs Visa
Central America and the Caribbean	Cuba	Yes
Central America and the Caribbean	El Salvador	Yes
Central America and the Caribbean	Haiti	Yes
Central America and the Caribbean	Nicaragua	Yes
South America	Venezuela	Yes
Central America and the Caribbean	Bermuda	Yes (*)
North America	Cayman Islands	Yes (*)
North America	British Virgin Islands	Yes (*)
North America	USA Virgin Islands	Yes (*)
North America	Puerto Rico	Yes (*)
North America	Aruba	Yes (*)

* People entering Peru with the document of their country of origin instead of that of the State they are associated to, will need a visa to enter.

Two (02) desks in the immigration control have been appointed by Immigration for dedicated attention; however, the other desks can also be used for a more efficient process.

3.4 Baggage

Technical Officials are responsible for moving all their baggage, as well as taking it to the bus loading area.

3.5 Misplaced, Lost and Damaged Baggage

In the event that checked baggage does not arrive or is damaged, the owner must file a claim with the airline before leaving the airport baggage claim area. The Arrivals and Departures team will take note of the claim number and will assist in the corresponding follow-up with the airline until the claim is resolved, for the duration of the Games.

3.6 Restrictions and Prohibitions on the Temporary Import of Goods

Lima 2019 participants may go through the customs control green circuit. This includes less frequent random checks. However, the customs officer may need to check the baggage of a member of your delegation. The check consists of placing baggage on a scanner conveyor belt. If necessary, the customs officer may request a second manual screening control.

If there are no items in your baggage you need to declare, you may go directly to the exit. If you have prohibited or restricted items with you, you must declare them on the "Sworn Baggage Declaration" and submit it to the customs specialist.

3.7 Accreditation Desk

When exiting the baggage claim area, you will find an accreditation point where you can validate your previously received PVC. In case of not having a PVC, you must go to the Lima 2019 Information Desk located at the International Arrivals Zone hall, where you will receive a pass to board the Lima 2019 official buses. The pass must be delivered to the Transport representative at the entrance of the bus.

3.8 Information Desk

There will be an information desk located at the International Arrivals Zone hall. It will provide information on:

- Games general information
- Transportation schedule
- Competition calendar
- Information of the competition venues
- Addresses
- Meals (airport establishments)
- Other relevant information

The desk will be available 24 hours a day, from July 16 to August 13.

3.9 Transportation to the Hotel

Lima 2019 will offer transportation from the airport to the hotels on the dates designated by Sports. In the event the ITO/ITD decides to change their arrival or departure date for tourism, this service will not be activated.

The waiting time will depend of the daily schedule of arrivals and departures according to the issued airplane tickets.

3.10 Parking at the Airport

Due to the limitation on parking spaces, the ITD must use the private parking of the airport and pay for the cost.

More information on the location and rates can be found here:

<https://www.Lima-airport.com/esp/para-pasajeros/traslados-desde-hacia-el-aeropuerto/estacionamiento>

3.11 Departures

These services will be available from July 12 to August 13 for all accredited participants. Technical Officials with a port of exit other than the Jorge Chávez International Airport will not have access to these services.

Departure services include:

- Transport from the accommodation to the airport
- Additional information and assistance at the international departures terminal
- Support at airline baggage counters
- Additional information and assistance at immigration and boarding areas



3.12 Transportation to the airport

Transportation from the hotel to the airport will be booked at each hotel information desk, as per demand.

Departure from the accommodation venue to the airport must be carried out four hours in advance to each client's departure flights, taking into account the procedures established by the airport security.

4 ACCOMMODATION AND MEALS

4.1 Accommodation

When arriving at the official hotel, Technical Officials must go the reception desk to check in. In case of any issues, they can approach the Lima 2019 Information Desk.

Lima 2019 has the following technical official accommodation policies:

- Hotels will be of 3 or 4 stars.
- Check-in is at 15:00. Check-out is at 12:00. However, exceptions will be made according to the arrivals and departures schedules for Lima for ITDs and ITOs
- International Technical Delegates will be accommodated in single rooms. International Technical Officials and National Technical Officials will be accommodated in double rooms.
- Hotels will have a desk with information on the Games and specific sports services.
- All hotels include breakfast, lunch and dinner services.
- Lunch and dinner vouchers for all stay period will be delivered at check-in, for

a total sum of PEN 80.00 each, including taxes. For meal vouchers, please take into consideration the following:

- They are not accumulative.
- They are not valid for tips.
- They do not include alcoholic drinks.
- Room service is not included.
- No mini-bar is included.
- They are not transferable.
- Any food restriction must be informed at check-in at the hotel.
- Laundry and national and international telephone services are not included.
- For any change in the accommodation type and/or dates established by Lima 2019, contact the Lima 2019 operator (check with the ITD) or the hotel directly. The total additional cost will be assumed by the Technical Official.
- Technical Officials who, for any reason, decide to stay in a different hotel than the official hotel must cover all their expenses and will lose Lima 2019 services, as well as hotel meal vouchers. They may also use transportation services only in established routes.



4.2 Meals at Venues

There will be hydration points with beverages (cold and hot) and fruits at the Technical Officials rest area, only during competition days. This points will be available one hour before and up to one hour after the end of the competition.

In some cases established by Lima 2019 according to the sport schedules, cold meals will be provided at competition venues.

The vouchers delivered to Technical Officials must be presented for these meals.

5 INTERNAL TRANSPORTATION

All Technical Officials will have transportation to the Lima 2019 facilities to perform their roles for their respective sports.

The transportation route with round trip transfer will be as follows:

- Airport (AIJCH) – Official hotels – Airport (AIJCH).
- Hotel – Uniform and Accreditation Center (UAC).
- Hotel – Opening ceremonies (National Stadium).
- Hotel – Pan American Village (Technical Meeting days only).
- Hotel – Competition venues (competition days and Technical Meetings held at competition venues).
- Hotel – Training venues (if required).
- Hotel – Closing ceremonies (National Stadium).
- Training venues – Competition venue.

The transportation service will consider the time needed to complete its routes, according to distance, traffic, and competition and training schedules. Operation dates of the transportation service will be established according to the sport program and the official program detailed for each discipline.

Both unscheduled arrivals and returns will be at your own cost and risk.

5.1 Transportation Categories

Transportation for Technical Officials will have:

- T2 level for International Technical Delegates.
- TF level for National and International Technical Officials.

5.2 TF Transportation Information

- TF transportation schedules were established, programed and approved by each Sport Manager based Lima 2019 different activities schedule. This transportation system cannot cover individual needs nor routes different than the above mentioned.
- All Lima 2019 clients will have a mobile app or information web platform available to check services and programmed transportation schedules.
- TF transportation will be a priority for ITOs and NTOs. Additional PC or IF personnel having access to this service in their accreditation will be subject to established schedules, destinations and capacity of assigned vehicles. Technical Officials transportation will be always of the highest priority.
- Services will be available to fulfill daily sport programs, considering distance, traffic and the activities program, with a fleet assigned according to demand, daily programmed trips, and the specific needs of each discipline with the support of the Sports Department.
- This service includes National Technical Officials (NTO) transportation from Lima to the satellite accommodation. The gathering location will be coordinated with the Sports Department to establish the pick-up and transfer schedule.



- The ITD may access this service if they do not use their T2 service.
- To access this service, accredited persons must show their accreditation.
- Services will be provided in urban buses or vans with lower capacity, depending on the demand.
- To ensure the comfort and safety of passengers, they must remain seated at all times.
- Stops between origin and destination points to board or exit will not be allowed for people who are not part of the daily schedule.
- Trips to different locations than the one set in the daily schedule will not be allowed.
- Smoking, drinking alcohol, and eating inside the vehicle is prohibited under all circumstances.
- At the competition venues, TF loading and unloading may be located at the Back of House (BOH) or Front of House (FOH) depending on the venue. Vehicles must go through security, and it is possible that people may be asked to exit the vehicle to follow security procedures.
- In case of loss of accreditation, the person concerned must cover transportation costs to the accreditation center. However, it is possible that they are included in the daily schedule, only if the Technical Officials agree and the daily schedule remains unaltered.
- Any change in the daily schedule must be reported to the information desks at official hotels. However, these changes must be channeled through the ITD or a person appointed by them.

5.3 T2 Transportation Information

International Technical Delegates have a type T2 transportation that includes a shared transport (2 persons maximum), which will be booked upon request 24 hours before the service.

Vehicle allocation will be determined according to the location of hotels, competition venues or training venues, as well as the dates of activation of each discipline.

The following policies about T2 transportation must be taking into account:

- Vehicles may be activated as soon as the ITD arrives to the hotel and requests the activation of the service up to a day after its competition has ended.
- Service usage time must not exceed 12 consecutive hours, including waiting time. Before and after those 12 hours of operation, accredited person is entitled to use T3 and TF services or extend service without affecting driver's rights by coordinating with vehicle operator.
- T2 services will be available until 13:00 on the opening and closing ceremony days.
- Smoking, drinking alcohol, and eating inside the vehicle is prohibited under all circumstances. All drivers and passengers are bound by law to wear a seatbelt when traveling in a vehicle.
- T2 service destinations are only to Lima 2019 sports and non-sporting venues.
- Transportation outside the city of Lima is not allowed unless it is needed for technical activities, in which case, it must be reported ahead of time, so transportation can be arranged.
- To access this service, accredited persons must show their accreditation.



- The client has the faculty to allow other accredited persons to be transported (always accompanied by the ITD) during their service and as long as it does not affect the other ITD they share the designated vehicle with.
- A mobile booking application will be available.
- All drivers will be trained and supported by the mobile app for route selection to the official venues.
- All vehicles will be monitored, and Lima 2019 has the right to contact the driver or intercept the vehicle on duty for other operational or sports reasons or when the passenger or vehicle integrity is at risk.
- The Organizing Committee will not pay for parking in private places.
- For airport pick-up and drop-off, another service other than T2 may be used.

6 CEREMONIES

The Opening Ceremony of the Lima 2019 Pan American Games will be held at the National Stadium on Friday, July 26, 2019 at 19:00.

The Lima 2019 Pan American Games Closing Ceremony will be held at the National Stadium on Sunday, August 11, 2019 at 19:00.

All Technical Officials who are already at the official hotel on July 26 or August 11 will have transportation and will receive a ticket for the Opening Ceremony or Closing Ceremony. All people present in Lima at that time but who are not being officially hosted by Lima 2019 will not receive a ticket from the Organizing Committee.

Technical Officials will not be part of the parade but will join the ceremony as spectators.

TF and T2 transportation will not be available at 13:00 during ceremony operations. The transportation plan and schedule and established pick-up points will be informed to Technical Officials of the concerned sports during these days.

Technical Officials who miss the established transportation for any reason must arrive to the National Stadium on their own.

ITDs must not use their T2 to enter the National Stadium, but the transportation established for this operation.

The Lima 2019 accreditation is not enough to enter ceremonies; a ticket is also needed.

7 MEDICAL SERVICES

Lima 2019 will provide an insurance that will cover 100% of hospitalization fees (and ambulatory expenses related to said hospitalization), medical emergency expenses, air or ground transportation, procedures and further diagnosis other than the ones provided at the temporary facilities of the Lima 2019 Games, as acute and urgent medical care. This coverage does not include non-urgent or elective treatment, or any other cosmetic service.

Insurance coverage will be valid between July 15, 2019, at 00:00 (Peru Time) until August 13, 2019, at 23:59 (Peru Time).

To activate the accident insurance, the insured must call the RIMAC Contact Center at (01) 411-1111.

Attention at the official hotels: each hotel has information on the procedures to follow in case needing assistance.



Attention at venues: medical personnel at the venue will be in the capacity to help the Technical Official.

If you are somewhere else, you may activate the service with the policy by calling the number previously indicated.

8 PER DIEM

8.1 *International Technical Delegates (ITD) and International technical Officials (ITO)*

The per diem payment to ITO will be done through Panam Sports in coordination with each Panamerican Confederation.

8.2 *National Technical Officials (NTOs)*

Lima 2019 will pay a per diem of USD 40 per competition day to each Technical Official participating in the Pan American Games, as agreed between the Organizing Committee and IF/PC of each sport.

9 UNIFORMS, PARTICIPATION CERTIFICATES AND PARTICIPATION MEDALS

Lima 2019 will deliver uniforms to the Technical Officials at the Uniform and Accreditation Center (UAC).

All NTOs shall go to the UAC on the date informed in the future.

A valid accreditation must be presented to receive the items.

The general kit includes:

- 2 polo-shirts
- 1 jacket
- 2 pairs of pants
- 1 cap

In case of needing uniform fittings, the UAC will have a fitting and repair service. In case the fitting can not be done that session, you will be informed on the time and date the Technical Official shall return to the UAC.

Lima 2019 will not sell uniforms.

Lima 2019 will give a participation medal and diploma to all Technical Officials before the end of the Games.



10 SPORTS INFORMATION

A sport information desk will be available at each competition venue. The attention times will depend of the daily competition schedule. Some of the services offered by the sport information desks are:

- Start lists distribution and draws
- Distribution of results and other information related to the competition
- Schedule updates if needed.
- Protests form and qualification results

11 TECHNICAL OFFICIALS AT THE COMPETITION VENUES

11.1 Changing rooms

All the competition venues have men and women's changing rooms dedicated to Technical Officials.

11.2 Technical Officials Lounge

All the competition venues have a lounge for technical officials.

11.3 Pan American/Satellite Village Entry

The technical officials who due to technical meetings or weigh-ins need to enter the Pan American Village or a Satellite Village, must follow the upgrade pass established procedures and receive the support of the Sports team.

12 GENERAL INFORMATION

The ITD will receive the cellphone from Lima 2019 from their arrival to the last day of competition. It will have information and an important contact list which will help you to solve any question or occurring problem. The Transportation App will also be installed. Cellphones must be returned after their competition.

The Technical Officials will have access to their own competition with their accreditation. If you wish to attend other sports competitions, you can get your tickets on <https://tickets.lima2019.pe>.

13 INFORMATION DESK

For more details on the information provided on this Guide, please contact oficiales.tecnicos@lima2019.pe.

 www.lima2019.pe

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