ABSTRACT

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LEGAL PROTECTION FOR CONSUMERS ON THE USE OF LOW COST CARRIER SERVICES FOR FLIGHT DELAYS

(x+78 pages; 5 tables)

This research aimed to analyze the regulation or legal protection of passengers before, during, and after transactions in using the services of low cost carrier airlines for flight delays in terms of the Consumer Protection Act and Aviation Law, and the ideal arrangements and supervision are used for regulation that has been made to suit the needs of low cost carrier airlines passengers who often experience flight delays. This research is a normative legal research that adds empirical elements. The type of data in this study is primary data with primary and secondary legal materials. Data collection techniques in the form of literature study and field research. The legal protection that consumers have before, during and after transactions in using low cost carrier-based air transport services has been specifically regulated in Act Number 8 of 1999 concerning Consumer Protection, and Act Number 1 of 2009 concerning Aviation, along with other implementing regulations. While the ideal arrangements and supervision related to this issue are those that are carried out in accordance by existing regulations by the government namely the Director General of Civil Aviation as the regulator, as well as law enforcement, and supervision must be carried out strictly and continuously, so that existing regulations become effective and walk, so consumers feel their rights are not being ignored. From research conducted directly to people who have used airline services, the majority of airlines that often experience delays are low cost carrier airlines. There are still many airlines that do not obey the rules by not providing compensation as stipulated in the regulations. Reasons for delays that occur also vary, ranging from heavy traffic, engine problems, and weather factors.