

ABSTRACT

B. Amanda Kaulika (01051200033)

“LEGAL PROTECTION FOR SERVICE USERS PT CENTREPARK CITRA CORPORA IN TANGERANG AGAINST LOSSES DUE TO STANDARD CLAUSE”

(xii + 81 pages)

Loss of goods and damage in parking areas is a social phenomenon that is still easy to find in Indonesia. The loss that occurs in the parking area makes this phenomenon something that can disturb the public. The existence of loss and damage in the parking area according to the applicable regulations should receive special attention from parking managers, but in reality there are still many parking managers who transfer responsibility for losses experienced by consumers. This transfer of responsibility is often called an exoneration clause, where the accuracy of the responsibility is stated in a standard clause which is indirectly bound to consumers. The purpose of this writing is to see how the parking manager (PT Centrepark Citra Corpora) can protect and take responsibility for consumers who are harmed in the parking area. The research method used is normative with the help of primary data. Primary data was obtained through interviews with PT Centrepark Citra Corpora, while secondary data was obtained from literature studies. The data that has been obtained is then processed and analyzed using qualitative methods and presented in the form of a systematic description. The results of the study show the treatment carried out by PT Centrepark Citra Corpora towards consumers who have been harmed. Apart from that, the results of this research look at how protection is given to consumers so that losses are reduced and how parking managers restore lost rights to consumers. due to loss.

References : 39 (1980-2023)

Keywords : Parking, consumers, standard clause