

ABSTRACT

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JURIDICAL ANALYSIS ON ACT AGAINST LAW REGARDING CHANGES IN THE CAPACITY OF AIR PASSENGER IN INDONESIA

(XIII + 86 pages: 2 attachments)

The development of transportation in Indonesia continues to advance, one of them is air transportation where this transportation has many advantages compared to the other transportation because it is much more easier, economical price, and can reach far places with a short time. But this matter also does not seal out the possibility that there will be complaints felt by passengers when using this transportation, for example denied boarding passenger. Denied boarding passenger can be caused by a number of factors, where one of them is due to aircraft movement. Flight change can occur due to an unscheduled inspection or unscheduled aircraft maintenance or rotation from the previous city which causes the aircraft to experience delays so as to maintain on time performance the aircraft transfer is carried out which causes a difference in the number of passengers. The result of this matter is that all passengers cannot be transported, so airlines must take responsibility for passengers who are not transported by providing compensation in accordance with applicable regulations, such as refunds, reroutes, aircraft transfers, or rescheduling. According to the rules the airline is obliged to provide compensation if the passenger cannot depart and must provide accommodation if there are no more flights on that day. Compensation is one of the rights possessed by the passenger as a consumer, if the airline does not provide these rights, the passenger can bring the problem to the legal domain, as well as the case with number decisions 471 PK/Pdt/2017 which ended with the unlawful act.

Key Words: denied boarding passenger, responsibility, compensation

Reference: 35 references (1982-2018)