

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

This chapter presents conclusions and recommendation. The concluding section will summarize the things that the author has described in the previous chapters. The advice section will describe the things that need to be considered by stakeholders in the legal protection of consumers for Failed Departure of the *Umrah* Pilgrims of “First Travel”.

A. Conclusion

1. The legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel” are arranged imperatively in the Laws and Regulations, namely Law No 8 Year 1999 about Consumer Protection, Civil Code, Criminal Code, Law No 37 Year 2004 about Bankruptcy and Suspension of Payment Debt, and Regulation of Religion Minister No 2018 about Implementation of *Umrah*. Based on this, *Jemaah Umrah* as consumers have the right to legal protection for the organization of *Jemaah Umrah* while providing legal certainty for consumers, in connection with the case of departure failure of *Jemaah Umrah* conducted by First Travel has been sentenced criminally by ruling on Andika Surachman and Anisesa Hasibuan as director of First

Travel with 20 years imprisonment and IDR 10,000,000,000 (ten billion rupiah) substitute imprisonment 1 year and 4 months and Siti Nuraidah Hasibuan as director of finance with an imprisonment of 18 years and a fine of 5,000,000,000 (five billion rupiahs) substitute 1 year in prison concerning compensation for peace which begins with the Suspension of Payment Debt petition was filed by *Jemaah Umrah* who suffered losses reaching IDR 1,000,000,000 (one trillion rupiahs) in the central Jakarta commercial court and the panel of judges gives a decision of peace with the consequences that First Travel must implement the provisions in accordance with the proposed peace proposal.

2. *Jemaah Umrah* as creditors and victims of criminal acts committed by First Travel can file legal remedies if the agreed peace proposal is not carried out as appropriate. The legal effort can be taken by filing a civil claim through the District Court. The lawsuit can be submitted to First Travel, upon the choice of the plaintiff in the District Court of all Indonesian territories by using Indonesian law. Good before the court that has jurisdiction over the First Travel address or legal domicile designated in the agreement between First Travel and *Jemaah Umrah*.

B. Recommendation

Some recommendation in this research entitled "The Legal Protection of Consumers for Failure Departure of *Jemaah Umrah* of First Travel" is:

1. In the case of this study, the authors expect the government to be more assertive in the implementation of travel agency supervision, the implementation of regulations in accordance with existing rules, and the provision of punishment of the parties that harm.
2. Author hopes the bureau's party to be transparent in providing services in accordance with the agreed, the implementation in accordance with the rules in order to fulfill the right of *Jemaah Umrah*.
3. Author hopes the public to be more intelligent in the acceptance of *Umrah* information with a cheap price, ask what facilities are obtained, ask for travel schedules and make written agreements to prevent actions that are not in want.
4. Author hopes his research can be used as reference and basis for further research, especially on the legal protection of consumers for Failure Departure of *Jemaah Umrah* of "First Travel".