

Legal Safeguards for Tourists as Consumers: An Analysis of Accident Incidences at Tourist Sites

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Abstract

Accidents at tourist sites significantly harm tourists who are also consumers. This study aims to investigate both preventive and repressive forms of legal protection for tourists, especially in cases of accidents at tourist destinations. The research employs a qualitative methodology with a normative research design, focusing on statutory regulations and legal concepts. The findings indicate that preventive legal protection is lacking due to inadequate implementation of consumer protection and tourism laws, resulting in incidents with casualties, such as the one at The Geong Limpakuwus Pine Forest Tourism in Sumbang, Banyumas. Repressive legal protection is also insufficient, as the accountability of tourist sites in providing insurance to victims has not been fulfilled. Consequently, the legal protection for tourists as consumers in accident scenarios is not effectively provided.

Keywords: *Legal Protection; Tourists; Consumer; Tour and Legal Certainty.*

I. INTRODUCTION

Legal protection is basically as per Prof. Satjipto Rahardjo is providing protection for human rights that are harmed by other people and this protection is given to the community so that they can enjoy all the rights provided by law (Prayoga, dkk., 2023). Legal protection is a universal concept inherent in the rule of law. Legal protection includes 2 forms, namely preventive legal protection and repressive legal protection s.

Preventive legal protection is basically defined as prevention. Preventive legal protection has a very binding function on anyone in general. Preventive legal protection aims to prevent legal problems from occurring. Repressive legal protection is attached to the function of resolving disputes that arise as a result of violations of the law. Repressive legal protection is the final protection in the form of countermeasures as well as sanctions as a form of legal responsibility for legal violations that occur (Budhiarta & Setiasa, 2021).

Legal protection always exists in every legal relationship, including legal relationships between business actors and consumers. Consumers tend to have a weaker position than business actors, of course legal protection for consumers must be properly enforced (Putra, dkk., 2023). Legal regulations regarding basic consumer protection are even specifically pursued, as outlined in Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection. Consumer protection according to Article 1 number 1 of Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection is all efforts to ensure legal certainty to provide protection to consumers. Consumers themselves, based on the provisions of Article 1 number 2 of Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, are every person who uses goods and/or services available in society, whether for the benefit of themselves, their families, other people or other living creatures and not for trading.

Services in organizing tourist attractions include legal relationships between tourism entrepreneurs as business actors and tourists as consumers of tourist attractions. Tourism plays an important role in the development of the national economic sector, so it is urgent to maximize its implementation by following community needs and ongoing developments (Dasril, 2021). Legal regulations regarding tourism continue to be updated to deal with this, as currently contained in the Law of the Republic of Indonesia Number 6 of 2023 concerning the Determination of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation into Law in Paragraph 13 concerning Tourism. This law updates several things in

organizing tourism which were originally regulated in Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism. The things that have been changed are regarding tourism business licensing as well as the obligations of tourism entrepreneurs.

According to Article 1 number 2 of the Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism, tourists are people who undertake tourism. Tourists as consumers certainly have inherent rights which must be realized as a form of consumer protection. Tourists as consumers certainly have the right to obtain comfort, security and safety in using services, as stipulated in Article 4 number 1 of the Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection. This law, as well as Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism, also regulates the rights of tourists as consumers to obtain legal protection.

In reality, accidents have been found to occur at tourist attractions due to facilities that are not suitable for use, resulting in tourists being injured or even killed. This is demonstrated by the latest case regarding an accident at The Geong tourist attraction in the complex where the Limpakuwus Sumbang Pine Forest tourist attraction is located. At this tourist attraction, a broken glass bridge was found, resulting in 2 victims hanging from the broken glass base and 2 others falling to the ground at a height of around 15 meters, causing 1 victim to die (Firmansyah, 2023). The existence of such a reality is then worth exploring regarding the realization of legal protection for tourists as consumers who become victims in cases of accidents at tourist attractions. The form of legal protection explored is preventive as well as repressive. The novelty of this research is that it involves the use of the latest legal provisions related to tourism which have not previously been discussed in previous studies. Apart from that, the novelty is that it also explores deeper aspects regarding the realization of legal certainty in tourism management. This is because legal certainty is the main goal of law, where Indonesia itself is a country of law as stipulated in Article 1 Paragraph (3) of the Constitution of the Republic of Indonesia.

II. METHOD

This research is qualitative research using a normative research type, which systematically explains the relevant rules (Ali, 2021). This research approach uses an approach to legislation (statute approach), namely exploring all related legal provisions. Apart from that, it also uses a legal concept approach (conceptual approach), by referring to all legal concepts or meanings of norms in related regulations (Efendi & Rijadi, 2022).

This research data comes from secondary data. Secondary data sources include primary legal materials, secondary legal materials and tertiary legal materials. The main legal material comes from legal theories, concepts and principles, as well as applicable legal regulations. Primary legal materials in this research include Citizen's Law book (BW), Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism, and Law of the Republic of Indonesia Number 6 of 2023 concerning Stipulation of Government Regulations in Lieu of Law Number 2 of 2023 2022 concerning Job Creation becomes law. Secondary legal materials are explanations of primary legal materials, including books and other written works. The secondary legal materials for this research include books and journals. Tertiary legal materials are descriptions of primary and secondary legal materials. The tertiary legal materials for this research include legal dictionaries, the Big Indonesian Dictionary (KBBI) and the internet (Syamsudin, 2021).

The method of collecting data is fundamentally useful for obtaining legal materials for this research. The method used is literature study, where research is carried out by examining material from written legal materials in order to obtain a legal and theoretical basis by examining applicable legal regulations, studying books, documents, reports, archives as well as related research results (Suyanto, 2023). This research data analysis method is based on deductive logic, which when analyzing uses a general to specific thinking framework. The method used is descriptive analytical, where the analysis is in the form of a description. The results of the analysis are then useful for determining the meaning of related legal rules which are a reference for resolving related legal problems (Ali, 2021). Interpretation of applicable legal provisions is also used in the context of conducting analysis. A type of systematic interpretation is used in this research, which

interprets applicable legal provisions by linking articles. The results of the analysis are then recorded systematically and consistently, until finally producing critical, logical and systematic research for solving problems using a good basis (Ali, 2021).

III. RESULTS AND DISCUSSION

1. Forms of Preventive Protection for Tourists as Consumers

Preventive legal protection is basically initial stage legal protection, provided by the government with the aim of preventing disputes (Rato, 2021). The principle of preventive legal protection is based on 2 things, namely (Faisal, 2022):

1) Recognition and Protection of Human Rights

The principle of preventive legal protection is pursued by recognizing and protecting human rights. This is then realized by providing restrictions as well as laying down obligations so that all rights can be fulfilled properly.

2) State Law

The principle of preventive legal protection is sought as an embodiment of the rule of law. Efforts to acknowledge and protect all human rights are then pursued as the embodiment of the goal of the rule of law.

Forms of preventive legal protection are in the following forms:

1) Legal Regulation (Noventri, dkk., 2021)

Regulations are basically rules made by the authorities to supervise everything so that everything runs orderly and smoothly. The public must comply with regulations if they do not want to be subject to sanctions. The aim of regulation in general is to control everything. The existence of regulations makes it easier to create order, thereby creating safe and peaceful conditions (Wahyuni, dkk., 2019).

2) Construction

Coaching according to the Big Indonesian Dictionary (KBBI), comes from the word "bina" or "build" (verb) which means to build, establish, strive to make it better (advanced, perfect, etc.). Bina (noun) means, among other things, gradual accumulation and acceleration in tempo, intensity. Coaching means processes, actions, ways of coaching (country and so on), renewal, improvement of efforts, actions and activities carried out efficiently and successfully to obtain better results. Coaching in this case is a planned and directed activity to further perfect the existing legal system so that it is in line with societal developments.

3) Socialization

Socialization is basically a learning process in order to recognize and understand an object to fulfill human interests. Socialization is a teaching and learning process in behaving in society. Socialization is the process of instilling values, habits and rules for behaving in society. In the socialization process, a person can know, understand and carry out their rights and obligations based on their respective status roles according to community culture.

Preventive protection for tourists as consumers is provided on the basis of realizing recognition and protection of human rights. This is what is being done providing restrictions and at the same time laying down obligations so that all rights can be fulfilled properly (Budhiarta & Setiasa, 2021).

The limitations regarding these rights and obligations are then specifically stated in regulations, as regulated in Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism. Tourism entrepreneurs are subject to obligations as stipulated in Article 26, namely:

- 1) Maintain and respect religious norms, customs, culture and values that live in the local community;
- 2) Provide accurate and responsible information;
- 3) Providing non-discriminatory services;
- 4) Providing comfort, friendliness, security protection and tourist safety;
- 5) Providing insurance protection for tourism businesses with high-risk activities;
- 6) Develop partnerships with local micro, small and cooperative businesses that need each other, strengthen and benefit each other;

- 7) Prioritize the use of local community products, domestic products, and provide opportunities for local workers;
- 8) Increasing workforce competency through training and education;
- 9) Play an active role in efforts to develop infrastructure and community empowerment programs;
- 10) Participate in preventing all forms of acts that violate morality and activities that violate the law in the environment where the business is located;
- 11) Maintain a healthy, clean and beautiful environment;
- 12) Maintaining the preservation of the natural and cultural environment;
- 13) Maintaining the image of the Indonesian state and nation through responsible tourism business activities; and
- 14) Implement business standards and competency standards in accordance with statutory provisions.

Apart from that, in the updated regulations regarding tourism there are obligations attached to tourism entrepreneurs as outlined in Law of the Republic of Indonesia Number 6 of 2023 concerning the Determination of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation into Law in Paragraph 13 concerning Tourism in Article 15 Paragraph (1) which reads "To be able to carry out a Tourism Business as intended in Article 14, Tourism Entrepreneurs are required to fulfill Business Licensing from the Central Government or Regional Government in accordance with their authority based on norms, standards, procedures and criteria determined by the Government Center." Specific obligations are then regulated in Article 26 Paragraph (1) which includes:

- 1) Maintain and respect religious norms, customs, culture and values that live in the local community;
- 2) Provide accurate and responsible information;
- 3) Providing non-discriminatory services;
- 4) Providing comfort, friendliness, security protection and safety for tourists;
- 5) Providing insurance protection for tourism businesses with high risk activities;
- 6) Develop partnerships with local micro, small and cooperative businesses that need each other, strengthen and benefit each other;
- 7) Prioritize the use of local community products, domestic products, and provide opportunities for local workers;
- 8) Increasing workforce competency through training and education;
- 9) Play an active role in efforts to develop infrastructure and community empowerment programs;
- 10) Participate in preventing all forms of acts that violate morality and activities that violate the law in the environment where the business is located;
- 11) Maintain a healthy, clean and beautiful environment;
- 12) Maintaining the preservation of the natural and cultural environment;
- 13) Maintaining the image of the Indonesian state and nation through responsible tourism business activities; and
- 14) Fulfill Business Licensing from the Central Government or Regional Government.

The renewal of the provisions regarding the obligations of tourism entrepreneurs is to focus on the authority of provisions that are increasingly specific to local areas. This is so that tourism implementation can be more complex to adapt to the local area. That way, legal protection will be better realized. These provisions are regulations and fulfill the elements of guidance and socialization on the part of tourism entrepreneurs, which are their obligation to apply to tourists. Tourism entrepreneurs as business actors of course also have obligations as business actors as regulated in Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection in Article 7 which includes:

- 1) Have good faith in carrying out business activities;
- 2) Providing correct, clear and honest information regarding the condition and guarantee of goods and/or services as well as providing explanations of use, repair and maintenance;
- 3) Treating or serving consumers correctly and honestly and not discriminatory;

- 4) Guarantee the quality of goods and/or services produced and/or traded based on the provisions of applicable quality standards for goods and/or services;
- 5) Providing opportunities for consumers to test, and/or try certain goods and/or services as well as providing guarantees and/or warranties for goods made and/or traded;
- 6) Providing compensation, compensation and/or reimbursement for losses resulting from the use, use and utilization of traded goods and/or services; and
- 7) Provide compensation, compensation and/or replacement if the goods and/or services received/utilized are not in accordance with the agreement.

These provisions are limitations for tourism entrepreneurs who then aim to prevent things from happening that end up harming tourists. The obligations of tourism entrepreneurs are also to fulfill the rights of tourists, as stipulated in Article 20 of Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism which includes:

- 1) Accurate information regarding tourist attractions;
- 2) Tourism services in accordance with standards;
- 3) Legal and security protection;
- 4) Health services;
- 5) Protection of personal rights; and
- 6) Insurance protection for high-risk tourism activities.

Tourists as consumers of course also have rights as regulated in the Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection in Article 4 which includes:

- 1) The right to comfort, security and safety in consuming goods and/or services;
- 2) The right to choose goods and/or services and obtain said goods and/or services in accordance with the exchange rate and conditions and guarantees promised;
- 3) The right to correct, clear and honest information regarding the conditions and guarantees of goods and/or services;
- 4) The right to have opinions and complaints heard regarding the goods and/or services used;
- 5) The right to obtain appropriate advocacy, protection and efforts to resolve consumer protection disputes;
- 6) The right to receive consumer guidance and education;
- 7) The right to be treated or served correctly and honestly and not in a discriminatory manner;
- 8) The right to receive compensation, compensation and/or replacement, if the goods and/or services received are not in accordance with the agreement or are not as they should be; and
- 9) Rights regulated in other statutory provisions.

This form of preventive protection actually aims to prevent violations or cases from occurring (Sihombing, dkk., 2023). However, in reality there was an accident at The Geong tourist attraction in the Limpakuwus Sumbang Pine Forest tourist attraction complex where the glass bridge broke, causing 2 victims to hang from the broken glass base and 2 others fell to the ground at a height of around 15 meters to cause 1 death, which certainly shows that preventive protection for tourists as consumers has not been realized. This is because it shows that the obligations of tourism entrepreneurs are not being carried out properly and the rights of tourists are being injured or not being fulfilled in accordance with applicable legal provisions.

This accident case at a tourist attraction shows that the obligation to provide accurate and responsible information as stipulated in Article 26 letter b of Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism by tourism entrepreneurs is not being carried out properly. Tourism entrepreneurs certainly provide information as if all the tourist attractions are safe. However, in reality it shows that the vehicle is unsafe and gives birth to victims. Of course, security information provided by tourism entrepreneurs cannot be accounted for. This is also related to the obligations of tourism entrepreneurs to provide comfort, friendliness, security protection and safety for tourists as stipulated in Article 26 letter d of Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism. This is certainly not carried out properly by tourism entrepreneurs. Cases of accidents at tourist attractions show that protection for the security and safety of tourists is not provided by tourism entrepreneurs. The existence of these accident cases

can be linked to the provisions on the obligations of tourism entrepreneurs as stipulated in Article 26 letter e of Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism to provide insurance protection for tourism businesses with high-risk activities. The glass bridge ride is a high risk thing, but the tourism business did not provide information from the start about providing insurance for the ride. This shows that the obligations of tourism entrepreneurs as stated in these provisions are not being carried out as they should. These provisions are also the same as the provisions on the obligations of tourism entrepreneurs in Law of the Republic of Indonesia Number 6 of 2023 concerning the Determination of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation into Law in Paragraph 13 which are also not implemented properly.

The existence of cases of accidents at tourist attractions resulting in tourists becoming victims while enjoying rides at these tourist attractions is linked to the provisions of Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection which shows that the obligations of tourism entrepreneurs as business actors as stipulated in Article 7 are not fulfilled as stated in it should. Article 7 point 1 of the law regulates that business actors are obliged to have good intentions when carrying out their business activities. Of course, tourism entrepreneurs in this case should be obliged to have good intentions in organizing tourism as a business activity. Good faith is basically the intention not to harm a party (Kurniawan, 2020). When accidents occur at tourist attractions, it shows that tourism entrepreneurs do not have good intentions, because they harm tourists as consumers in organizing tourism at these tourist attractions. Based on Article 7 point 2 of the law, tourism entrepreneurs as business actors are actually obliged to provide correct, clear and honest information regarding the condition and guarantee of goods and/or services as well as providing explanations of use, repair and maintenance. When an accident occurs at a tourist attraction, it is clear that the tourism entrepreneur has provided incorrect and dishonest information regarding the condition of the tourism service object. Tourism entrepreneurs certainly inform that the rides at these tourist attractions are safe. However, in reality, these rides are actually unsafe and cause accidents for tourists. This is related to the provisions of Article 7 point 3 that tourism entrepreneurs as business actors are actually obliged to treat or serve consumers correctly and honestly and not to be discriminatory. The accident is related to providing invalid information, indicating that tourism entrepreneurs as business actors do not provide services correctly and honestly to tourists as consumers. This is also related to the provisions of Article 7 point 4 of the law that tourism entrepreneurs as business actors are actually obliged to guarantee the quality of services in organizing tourism in accordance with existing quality standards. When an accident occurs on a tourism vehicle, it shows that the quality is questionable and shows that there are provisions on quality standards that are not being fulfilled as they should, causing accidents and harming tourists.

The obligations of tourism entrepreneurs as business actors which are not fulfilled properly by referring to the provisions of Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection show that the rights of tourists as consumers with reference to this law have certainly been injured and not fulfilled as they should. Referring to Article 4 point 1 of the law, tourists as consumers actually have the right to comfort, security and safety in providing tourism services. When there is damage to rides at tourist attractions, it shows that tourists do not get comfort, security and safety when traveling at these tourist attractions. Based on Article 4 point 3, tourists as consumers do not have the right to correct, clear and honest information regarding the condition of tourist services, especially regarding the condition of the vehicle which turns out to be damaged and causes losses. Based on Article 4 number 5, tourists as consumers do not have the right to receive protection in providing tourism services. This is also related to the provisions of Article 4 point 7 that tourists as consumers do not have the right to be treated or served correctly and honestly.

The existence of vehicle accidents at tourist attractions then shows that there are legal provisions regarding the rights and obligations of tourism entrepreneurs and tourists as regulated in Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism, Law of the Republic of Indonesia Number 6 of 2023 concerning the Determination of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation into Law is not implemented properly, which shows that the legal certainty hereby has not been realized as it

should be. This remembers the theory of legal certainty according to Sudikno Mertokusumo. According to him, legal certainty is actually realized by guaranteeing that those who are entitled according to the law can obtain their rights. This is basically a mandate from the provisions of Article 28D Paragraph (1) of the 1945 Constitution of the Republic of Indonesia (1945 Constitution of the Republic of Indonesia) (Laritmas & Rosidi, 2024). Tourists who do not obtain their rights due to damage to the vehicle which results in losses indicate that legal certainty has not been realized and preventive protection has not been implemented as it should be.

2. Form of Repressive Protection for Tourists as Victims of Accidents at Tourist Attractions

Repressive legal protection is basically final protection in the form of fines or compensation given if a legal violation has occurred (Hanum, 2020). The aim of this form of repressive protection is to resolve legal problems. In the implementation of tourism, when it is discovered that there are tourists who have become victims of accidents at tourist attractions, it is of course urgent to realize the form of repressive protection for tourists who have become victims.

Compensation by tourism entrepreneurs as business actors towards tourists as consumers who become victims at tourist attractions is basically an implementation of the provisions of Article 7 number 6 of the Law of the Republic of Indonesia Number 8 of 1999 concerning, that tourism entrepreneurs are obliged to provide compensation, compensation and/or reimbursement for losses resulting from the use, use and utilization of traded goods and/or services. In the case of an accident at The Geong tourist attraction in the Limpakuwus Sumbang Pine Forest tourist attraction complex where the glass bridge vehicle broke, causing 2 victims to hang from the broken glass base and 2 others fell to the ground at a height of around 15 meters, causing 1 death toll, it is clear that tourists as consumers have experienced losses when using rides at tourist attraction services. This was shown by the presence of 2 tourists who suffered abrasions with the initials WA 39 years and SSP 45 years who had fallen and were hanging from the bridge frame. Meanwhile, another tourist with the initials AI, 41 years old, was found who had a broken spine and is currently still undergoing treatment in hospital after falling to the ground from the bridge. Another tourist with the initials FA 49 years old based on the results of a doctor's examination was declared dead moments after falling to the ground from the bridge. So with these things, tourism entrepreneurs as business actors are obliged to provide compensation to tourists. Health services provided by tourism entrepreneurs to tourists fulfill tourists' rights as stipulated in Article 20 point 4 of Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism.

The implementation of compensation by tourism entrepreneurs as business actors for tourists who are victims of accidents at The Geong tourist attraction is in the form of treating abrasions at tourist attractions and taking other victims who are in an emergency to hospital. All medical costs are the responsibility of the tourism entrepreneur. This is actually a fulfillment of tourists' rights as consumers as stipulated in Article 4 number 8 of the Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, namely the right to receive compensation for tourism services received that are not properly received which can guarantee the safety and security of tourists. The implementation of this compensation also fulfills the rights of tourists as consumers, as stipulated in Article 4 point 5 of the Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection which states that they have the right to receive protection, which in this case is a form of repressive protection after a violation occurs. This is in line with the provisions of Article 20 number 3 of the Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism.

The implementation of a form of repressive protection for violations that have occurred in cases of accidents at The Geong tourist attraction is in the form of obligations of tourism entrepreneurs which are not carried out properly and the rights of tourists which are not fulfilled properly or are injured. Violations of inherent obligations, where these obligations are not carried out properly by tourism entrepreneurs as business actors referring to the provisions of Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, are in the form of:

- 1) Not acting in good faith in providing tourism services (Article 7 point 1);

- 2) Failure to provide correct, clear and honest information regarding the condition of the vehicle as a tourist service facility (Article 7 point 2);
- 3) Not treating or serving tourists as consumers correctly and honestly (Article 7 point 3); and
- 4) Does not guarantee the quality of services in organizing tourism according to existing quality standards (Article 7 point 4).

Violations of inherent obligations, where these obligations are not carried out properly by tourism entrepreneurs, referring specifically to the provisions of Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism, are in the form of:

- 1) Not providing accurate and responsible information (Article 26 point b); and
- 2) Does not provide comfort, security protection and safety for tourists (Article 26 point d).

These provisions are also in line with violations of obligations as regulated in Law of the Republic of Indonesia Number 6 of 2023 concerning the Determination of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation into Law in Paragraph 13. Violations of tourists' rights as consumers that occur, where these rights are not fulfilled properly or are violated by referring to the provisions of Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, namely in the form of:

- 1) The right to comfort, security and safety in providing tourism services (Article 4 number 1);
- 2) The right to correct, clear and honest information regarding tourism service conditions (Article 4 point 3);
- 3) The right to obtain protection in the provision of tourism services (Article 4 number 5), in which case preventive protection should be enforced so as not to cause losses; and
- 4) Obtain the right to be treated or served correctly and honestly (Article 4 number 7).

IV. CONCLUSION

Legal protection for tourists as consumers is realized in the form of preventive legal protection or repressive legal protection. Preventive legal protection is in order to prevent legal violations which provide limits on the obligations and rights attached to legal subjects in the implementation of tourism (tourism entrepreneurs as business actors and tourists as consumers) as has been attempted as stated in statutory regulations, namely Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, Law of the Republic of Indonesia Number 10 of 2009 concerning Tourism, Law of the Republic of Indonesia Number 6 of 2023 concerning Stipulation of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation. Constitution. The occurrence of an accident involving a broken bridge in The Geong, resulting in the death of tourists, shows that preventive legal protection has not been implemented as it should be. The limitation of rights and obligations regulated in statutory regulations is that they do not yet create legal certainty, because there are rules that are not adhered to properly. The manifestation of repressive legal protection is compensation for losses in the form of health services at tourist attractions. Regarding the costs of hospital services as well as the belongings of tourists who fall from the bridge, they should also be included as a form of compensation as well as a form of repressive legal protection.

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