

TINJAUAN YURIDIS PELAKSANAAN PERJANJIAN ANTARA WEDDING ORGANIZER ROSEMINE DECORATION DENGAN KONSUMEN JASA PADA MASA PEMBERLAKUAN PEMBATASAN KEGIATAN MASYARAKAT (PPKM) PANDEMI COVID-19

Oleh: Nadya Farah Anisya¹, Ninik Darmini²

INTISARI

Penelitian ini bertujuan untuk mengetahui dan menganalisis pelaksanaan perjanjian antara Rosemine Decoration dengan konsumen jasa *wedding organizer* pada masa PPKM pandemi Covid-19 serta perlindungan hukum bagi konsumen yang mengalami kendala dalam pelaksanaan perjanjian jasa *wedding organizer* di Rosemine Decoration akibat *overmacht* kebijakan PPKM pandemi Covid-19.

Penelitian ini bersifat normatif-empiris, yaitu menggabungkan metode penelitian normatif dengan cara melakukan penelitian kepustakaan untuk memperoleh data sekunder dan metode penelitian empiris dengan melakukan penelitian lapangan untuk memperoleh data primer. Data yang diperoleh dianalisis menggunakan metode kualitatif dan disajikan dalam bentuk deskriptif untuk menggambarkan secara sistematis fakta-fakta yang ditemukan sebagai implementasi dari tatanan normatif yang ada.

Berdasarkan hasil penelitian dan pembahasan, dapat ditarik dua kesimpulan. Pertama, pelaksanaan perjanjian di Rosemine Decoration pada masa PPKM pandemi Covid-19 ditemukan beberapa permasalahan diantaranya acara pernikahan yang tertunda, vendor yang disepakati sebelumnya harus diganti karena sudah mempunyai jadwal dengan konsumen lain pada tanggal baru, hingga skala acara yang harus diperkecil. Kedua, perlindungan hukum bagi konsumen dapat ditinjau dari perlindungan hukum internal dan eksternal. Perjanjian tidak mengatur ketentuan mengenai keadaan memaksa (*overmacht*) secara jelas dan lengkap serta tidak menyebutkan hal apa saja yang dapat dilakukan para pihak bila terjadi *overmacht*. Perlindungan hukum eksternal juga belum sepenuhnya memberikan perlindungan kepada konsumen yang mengalami kendala dalam pelaksanaan perjanjian jasa *wedding organizer* akibat *overmacht* kebijakan PPKM pandemi Covid-19.

Kata kunci: Perjanjian Jasa, Perlindungan Hukum, Konsumen, *Wedding Organizer*, Covid-19

¹ Mahasiswa Strata Satu (S-1) pada Departemen Hukum Perdata, Fakultas Hukum Universitas Gadjah Mada.

² Dosen pada Departemen Hukum Perdata, Fakultas Hukum Universitas Gadjah Mada.

JURIDICAL REVIEW OF THE IMPLEMENTATION OF THE AGREEMENT BETWEEN WEDDING ORGANIZER ROSEMINE DECORATION AND SERVICE CONSUMER DURING RESTRICTIONS TOWARDS COMMUNITY ACTIVITIES (PPKM) COVID-19 PANDEMIC

By: Nadya Farah Anisya³, Ninik Darmini⁴

ABSTRACT

This research aims to determine and analyze the implementation of agreements between Rosemine Decoration and consumer of wedding organizer services during PPKM Covid-19 pandemic and legal protection for consumer who experience obstacles in the implementation of Rosemine Decoration wedding organizer services agreements due to overmacht PPKM policy Covid-19 pandemic.

This research is normative-empirical, which combines normative research method by conducting literature research to obtain secondary data and empirical research method by conducting field research to obtain primary data. The data obtained were analyzed using qualitative method and presented in descriptive form to systematically describe the facts found as an implementation of the existing normative order.

Based on the results of research and discussion, two conclusions can be drawn. First, the implementation of the agreement at Rosemine Decoration during PPKM Covid-19 pandemic, several problems were still found, including delayed wedding events, previously agreed vendors had to be replaced because they already had schedules with other consumers on new dates, until the scale of the event had to be reduced. Second, legal protection for consumers can be viewed from internal and external legal protection. The agreement does not regulate the provisions regarding the circumstances of force (overmacht) clearly and completely and does not specify what things the parties can do in the event of an overmacht. External legal protection also has not fully provided protection to consumer who have experienced obstacles in the implementation of the wedding organizer service agreement due to overmacht PPKM policy Covid-19 pandemic.

Keywords: Service Agreement, Legal Protection, Consumer, *Wedding organizer*, Covid-19

³ Undergraduate Student of Civil Law Department, Faculty of Law, Universitas Gadjah Mada.

⁴ Lecturer of Civil Law Department, Faculty of Law, Universitas Gadjah Mada.