

PELINDUNGAN HUKUM OLEH PELAKU USAHA WISATA AIR PANAS CIATER TERHADAP KESELAMATAN PENGUNJUNG DI MASA PANDEMI COVID-19

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INTISARI

Penulisan hukum ini bertujuan untuk mengetahui dan menganalisis pelindungan hukum oleh pelaku usaha Wisata Air Panas Ciater terhadap keselamatan pengunjung di masa pandemi COVID-19 dan tanggung jawab pelaku usaha apabila pengunjung terkena COVID-19 saat melakukan kunjungan Wisata Air Panas Ciater.

Penelitian hukum ini bersifat normatif empiris dengan menggunakan data primer yang diperoleh dari penelitian kepustakaan dan data sekunder yang diperoleh dari penelitian lapangan. Penelitian kepustakaan dilakukan dengan cara mengumpulkan data-data yang berasal dari buku, jurnal maupun peraturan perundang-undangan. Penelitian lapangan dilakukan melalui wawancara dengan narasumber menggunakan pedoman wawancara. Data yang dihasilkan dianalisis dengan metode kualitatif dan dipaparkan secara deskriptif.

Hasil penelitian menunjukkan bahwa pelindungan hukum oleh pelaku usaha Wisata Air Panas Ciater terhadap keselamatan pengunjung di masa pandemi COVID-19 telah diusahakan dengan baik sesuai Standar Operational Prosedur (SOP), tetapi terdapat beberapa hal yang tidak sesuai dengan aturan lainnya, salah satunya pelaku usaha masih menggunakan metode pembayaran tunai yang dapat meningkatkan penyebaran virus. Apabila pengunjung terkena COVID-19, hal tersebut dapat menimbulkan kerugian konsumen dan pelaku usaha harus bertanggung jawab. Pelaksanaan tanggung jawab pelaku usaha apabila pengunjung terkena COVID-19 saat melakukan kunjungan Wisata Air Panas Ciater dilakukan sesuai dengan aturan dalam Standar Operasional Prosedur (SOP) No.016/SOP-PROKES/GT-SA/2020. Tanggung jawab yang diberikan seperti menyediakan tempat isolasi sementara bagi pengunjung yang terkena COVID-19. Apabila kondisi pengunjung semakin buruk maka pengunjung akan dibawa ke puskesmas atau rumah sakit terdekat. Tanggung jawab yang diberikan oleh pelaku usaha telah sesuai dengan Undang-Undang Nomor 8 Tahun 1999 tentang Pelindungan Konsumen.

Kata Kunci : Pelindungan Hukum, Pandemi COVID-19, Pariwisata

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LEGAL PROTECTION BY BUSINESS ACTORS OF CIATER HOT SPRINGS FOR THE VISITOR'S SAFETY DURING THE COVID-19 PANDEMIC

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Abstract

This legal writing aims to identify and analyze the legal protection by business actors of Ciater Hot Springs for the visitor's safety during the COVID-19 pandemic and the responsibility of business actors if the visitors are affected by COVID-19 while visiting Ciater Hot Springs.

This legal research is normative empirical research, using primary data obtained from the library research and secondary data obtained from field research. Library research was carried out by collecting data from books, journals, and regulations. Field research was conducted through interviews using interview guidelines. The data was analyzed using qualitative method and the results were presented descriptively.

The result showed that legal protection during the COVID-19 pandemic by the Ciater Hot Springs business actors had been carried out properly according to the Standard Operational Procedure (*SOP*) for the visitors. However, there were several things that were not appropriate with the procedure, which is the usage of cash payment method that can help spread the virus. If visitors are affected by COVID-19, this can cause losses to consumers and business actors must be responsible. The implementation of the responsibilities of business actors if visitors are affected by COVID-19 while visiting Ciater Hot Springs is carried out by the rules in Standard Operating Procedures (*SOP*) No.016/SOP-PROKES/GT-SA/2020. Responsibilities are given such as providing temporary isolation places for visitors that are affected by COVID-19. When the visitor's condition gets worse, the visitor should be taken to the nearest health center or hospital. The responsibilities given by business actors are in accordance with Law No.8 of 1999 concerning Consumer Protection.

Keywords : Legal Protection, COVID-19 Pandemic, Tourism

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