

ABSTRACT

The basic and legal implementation of the *Hajj* and *Umrah* contained in Article 1 Paragraph 2 Law No 13 Year 2008 on the Implementation of *Hajj*. The existence of Law No 13 Year 2008 has not answered the demands and expectations of the community, because the substance and scope is not fully able to present the implementation of *Hajj* in a plenary professional. The Author is interest to discuss the legal protection of Consumers for Failure Departure of *Jemaah Umrah* of “first travel” from the beginning to the end of this case. Further review based on problem formulations are: How is the legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel”? and What is the legal remedy that can be done to provide the legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel”? This research is normative legal research. The aims of this research are to know what is the legal protection and the legal remedy that can be done to provide the legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel”. The legal relationship between *Jemaah Umrah* and First Travel as a business actor has arisen when *Jemaah Umrah* and First Travel are bound by an *Umrah* departure service agreement, but the first travel not fulfil the obligation of the agreement. The legal protection provided by the Consumer Protection Law regulated in Law No 8 Year 1999 on Consumer Protection is imperative if legal remedies are implemented. *Jemaah Umrah* here is the victims of criminal acts committed by First Travel. So, the author conclude that The legal protection of consumers for Failure Departure of *Jemaah Umrah* of “First Travel” are arranged imperatively in the Laws and Regulations *Jemaah Umrah* as consumers have the right to legal protection for the organization of the pilgrimage of *Umrah* while providing legal certainty for consumers, in connection with the case of failure of the departure of *Jemaah Umrah* conducted by First Travel has been sentenced criminally and *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.

Keywords: *The Legal of Protection, The Legal of Remedy, Jemaah Umrah, First Travel.*