

ABSTRACT

Air travel is a convenient, cost-effective, rapid, and effective means of transportation. Air freight services are a clear and logical solution in the modern world when efficiency and speed are paramount. Air transportation is indeed a top alternative for passenger transit. However, transportation businesses face numerous challenges, one of which is the issue of flight delays. Air transportation businesses have fundamental obligations to fulfill in conducting their transportation operations and ensuring the security of passengers. This study employs normative legal research methodologies. The research specification is characterized by an analytical and descriptive approach. The data utilized is secondary data, which encompasses primary, secondary, and tertiary legal materials. Research findings indicate that airline companies can be held responsible for flight delays resulting from negligence. Negligence, in this context, refers to the failure of airline companies to fulfill their obligations as carriers, leading to discrepancies in departure and arrival times compared to the scheduled times. When passengers suffer losses due to flight delays, the airline company responsible for the flight must compensate for the loss. The amount of compensation to be paid must be determined based on applicable laws or regulations, as stipulated in Law No. 1 of 2009 concerning Aviation and related Minister of Transportation Regulations. The air carrier's liability will not apply if it can be proven that there has been an event beyond human control, such as a natural disaster.

Keywords: Legal Liability, Airplanes Company, Negligence, Flight Delays.