

13 and 12 January 2026 - Anonymous 25

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS

Dear Scrutiny Panel,

I travel with DFDS both car and motorhome and two dogs. Firstly I am concerned they only allow 20 dogs on a boat - why? Condor did not do this. I had to change a date I wanted to travel as there were already the allotted number of dogs on one sailing. When they are in your car I can't understand this??

Secondly, I am concerned at how they manage to cancel or reschedule services "at the drop of a hat". For example they cancelled Saturdays boat to St Malo - no idea why and put us on the Sunday boat. I already knew from a neighbour that they had cancelled the Sunday St Malo to Jersey boat the Thursday before - so they then moved our sailing to Monday. We are now travelling this coming Saturday as Monday was no use to us.

They did the same when I travelled back from the UK. Then the boat was supposed to travel back to Jersey at lunchtime but they moved it back to 5.30 in the morning. I lost a nights accommodation I had paid for and luckily my dogs did not need to see a Vet.

My concern at the moment is travelling back from France I need to get my dogs seen by a Vet and have a time window to do this.

If DFDS start moving boat departures with little or no notice (they do that too) where will I stand if my Vet visit exceeds the allotted time window?

When I have complained about inconvenience and loss of money they just tell you to claim on your travel insurance - and yet if the costs incurred or money lost are their fault surely they have a legal requirement to reimburse you. A trip to the Vet with two dogs is approximately £80. They just don't seem to care. I am worried that this is going to be a problem going forward and not just for me

This is a separate message just about my two Labrador dogs.

The overnight service to Portsmouth - I have left my dogs in my Motorhome overnight - fine. Tried the dog lounge with reclining seats - also good - dogs would normally be asleep at night so they were fine on their blankets. Access to an outside area for a toilet break also fine.

Also tried a dog cabin on the overnight service very good - again access to outside area. I have found this service very good. No apparent restrictions on numbers of dogs.

Concern - I have not been to the UK in the absence of a fast service - what are you supposed to do with a dog for over 9 hours during the day - they should be out being

exercised. I think it is unacceptable to not have a fast boat once or twice a week from the UK. Why can't the French boat be used for UK runs on the days it doesn't go to France.

The Tariffa Jet - service to France. We were "lucky" to be on the first service of this boat to France. Before we even got to the port the departure time changed twice - not that it mattered it was over an hour late setting off. They couldn't load the boat properly - this is still an issue when it's a full boat.

It then went round the Minquers so took well over two hours to get to St Malo - this has since improved but on visiting my dogs the whole car area was full of fuel exhaust fumes and most unpleasant. I complained to the staff who said the extractor fans should kick in - they didn't.

The return was horrendous. It was very hot and from recollection the boat was a bit late leaving St Malo. Loading again being an issue with a full boat. Our car displayed pet stickers but when we were loaded we were put upstairs right in the bow. I went down to see my dogs it was stifling. On arrival in St Helier - unloading an issue again nearly an hour to get off - by this time my dogs and others were distressed panting crying and people were trying to walk off the boat with their dogs it was so distressing. I complained to staff and showed them my dogs - the same staff member then waited until we got to being offloaded and stopped us to let others go with no dogs.

I complained to DFDS and the States Vet who was checking Pet Passports - I wasn't the only one.

Now dogs are loaded and put down on the bottom level of the boat - where it may be slightly cooler - but the fuel exhaust is still a problem when leaving the car windows open.

The France service going forward - March as an example when I am going skiing with the dogs - the return time to St Helier seems to be geared solely for French people coming here 07.45 departure from St Malo - extra night stay required to catch this service - this is where it starts to become a concern regarding the timing of your visit to the vet to get their passport formalities undertaken. They seem to cancel boats at the drop of a hat what happens to the time limit on the treatment??

On check in on the France route Staff here give you a doggy bag with a collapsible bowl in it - big enough for a miniature dog not a Labrador - I would rather they made a bit more effort with pet welfare than this useless gift!!