

States Greffe

Chris Parker
Route Director (Jersey)

DFDS

BY EMAIL

22 of August 2025

Dear Mr Parker,

Economic and International Affairs Scrutiny Panel

Freight cost

The Economic and International Affairs Scrutiny Panel (the Panel) has been made aware that there may be forthcoming price increases to freight charges and the possibility some might be charged retrospectively. The Panel would appreciate clarification on whether this is the case, and if you could provide response to the additional questions outlined below:

1. Could you provide an overview of how DFDS sets and reviews freight pricing for Jersey services, including the main factors you consider?
2. Can you confirm the current pricing structure for freight charges and any additional charges companies may receive when using DFDS freight services?
3. Have any price increases been implemented or are you anticipating any price increases for the near future?
4. What is DFDS's usual process for notifying customers about pricing or fee updates (typical notice periods, channels, and the type of information shared)?
5. To what extent do your standard terms allow in contract adjustments, and how do approaches differ between contracted and ad hoc customers?
6. How are surcharges determined and updated in principle and have any updates occurred in the past months that could affect Jersey traffic?
7. At a high level, how does DFDS treat port related charges for Jersey movements are these typically bundled within freight rates or shown separately and what guides that choice?
8. If the treatment of port related charges were to change, what internal checks and customer facing steps would you normally take before implementation?
9. In what circumstances might port related costs flow through to customers after the event?
10. How do you work with Ports of Jersey and other terminal operators to ensure clarity on port charges on the Jersey roots?
11. The Panel is aware that the Jersey Hospitality Association (JHA) has written to the Chief

Minister calling for action following the announcement of the winter ferry scheduling. Could you comment on the themes raised by the JHA in their letter to the Chief Minister regarding winter UK connectivity, route priorities, customer experience at Saint Malo, and marketing/brand visibility and how you will address these concerns?

12. At a high level, how do you approach setting the winter timetable for Jersey, and what factors tend to influence those decisions?
13. What steps are you taking to improve the passenger experience at Saint Malo and to strengthen Jersey route marketing and visibility in northern France and the UK?
14. What broad service expectations for the coming winter can you set out, and how will you monitor and report performance?

The Panel would also like to request if DFDS would attend a public hearing with the Panel on the topic? If so, could you please provide your availability for a public hearing?

If you are able to provide a written response, we'd be grateful to receive this as soon as possible. We look forward to working with you and thank you in anticipation of your assistance on this issue. Please note that unless otherwise stated, all letters will be uploaded to the Scrutiny website as a matter of course.

Yours sincerely,



Deputy Montfort Tadier
Chair
Economic and International Affairs Scrutiny Panel