



Deputy Kirsten Morel
Minister for Sustainable Economic Development

BY EMAIL

4th February 2026

Dear Minister,

Public Review Hearing – Ferry Service

Thank you for your attendance at our Public Review Hearing on the 29th January 2026. As discussed, there were a select number of questions that the Panel was unable to ask during the scheduled time and the Panel would be grateful if information on the following points could please be provided:

Service Levels and contractual obligations

1. Could you provide an update on DFDS's proposed Frequent Traveller Scheme and indicate when it is expected to be implemented?
2. With the benefit of operational experience, can you advise whether there are any areas that were not fully anticipated or covered in the Agreement?
3. Minister within the Concession Agreement reference is made to Schedule 7 - Marketing and sales strategy for Jersey and specifically promotional activity targeted at residential Islanders. Could you expand upon this for the Panel regarding your expectations relating to Marketing in France and the UK?
4. What is the current rate of cancellations, and what measures are in place to reduce these?
 - a) Minister, how do you monitor weather related sailing cancellations to confirm they are justified?
5. Can you advise the Panel what role if any does Government or Ports of Jersey play in supporting DFDS access to French and UK ports?
 - a) Minister, if ramp access and docking at St Malo continue to pose challenges, is there an alternative French port that might be considered as viable options?
6. Minister, what contingency arrangements are in place to secure the delivery of essential food and medical supplies if ferry crossings are cancelled due to adverse weather or technical issues?

- a) How effective has contingency planning been in practice, and what changes are being considered?

Vessel Investment

7. Within the Concession Agreement, reference is made to the Vessel Investment Plan. Could you advise the Panel on the mechanisms in place to monitor this plan to ensure that the required vessels are delivered as set out in the agreement?
8. Are there any circumstances under which DFDS would not be required to proceed with the Vessel Investment Plan for example, if particular routes became less commercially viable or general finances of DFDS are insufficient?
- a) If so, what solutions will be put in place to ensure the Island has vessels still fit for purpose?
9. The Panel has been advised through submissions that it is increasingly difficult — and in some cases impossible — to book a cabin when travelling from Jersey to the UK. Publicly available reports indicate that the Stena Vinga is equipped with 40 cabins. In your view, is this number sufficient for an eight-hour crossing? What assessments are undertaken to determine whether the level of cabin provision meets demand?
10. What risk assessments have been carried out in case of the scenario that DFDS not fund new vessels?

Pricing Commitments

11. In a [submission](#) to the Panel, *Jersey Dairy state that their charges will increase by 7.7% as from 1st February, noting that the 7.7% is made up of a blended RPI of 3.9% as per the DFDS contract agreement with SoJ, plus Trailer Port Charges.* Are you able to advise about the 7.7% increase and what impact that would have on the local economy?
12. The Jersey farmers Union also stated *“Unfortunately, it has ended up as £50.00 per metre, plus Port Charges, plus harbour dues. With inflation sitting around 3.8% in the UK and 4.0% RPI(X) in Jersey, this should have been the limit to increased shipping costs for 2026. However, hauliers are having to increase rates to in excess of 7.5% as a result of these additional charges that were unexpected.”* Is this your understanding regarding charges?
13. The Panel has received submissions indicating that the unexpected application of port dues is contributing significantly to increased prices.
- a) Could you provide a detailed explanation of the port dues in question?
- b) Are these charges levied by Ports of Jersey upon users of the port facilities?
- c) Was the oversight regarding the non-payment of these charges identified by Ports of Jersey?
14. Minister, the Panel has received submissions concerning fuel surcharges applied to freight. Could you explain what these surcharges consist of? Is this a surcharge charged by DFDS?
15. Minister, the Panel notes within the Concession Agreement reference to Pricing Reporting (Page 59) whereby the Operator must submit to the Island Authority data on pricing. In practical terms, how is this information reported to you? And would it be possible for these data to be made publicly available?

16. Minister, do you consider the supply chain from the point of arrival into Jersey by ferry through to the placement of products on retail shelves to be both cost-effective and transparent?
17. Is it possible within the Concession Agreement that the flat-rate freight fee be removed? If not, why not?

Inter-Island Connectivity

18. How would you describe Jersey's current working relationship with Guernsey on ferry and connectivity matters?
- a) Could you provide the Panel with further information about the working group that is in place, who is a member of the working group and what are the benefits you hope it delivers?
 - b) When are the working groups meeting? Is this on a quarterly basis?
 - c) What is the anticipated timetable for confirming an interim or long-term solution for interisland travel, given the concerns raised?

Transportation of pets and animals

19. Minister, the Panel has received numerous submissions regarding limited cabin availability and the resulting impact on those travelling with dogs. Could you outline DFDS's current pet policy and advise whether you consider it satisfactory?
20. The Panel has been informed through submissions that DFDS applies a maximum limit on the number of dogs permitted on its ferries. Could you confirm what that limit is and explain the rationale behind it?
21. Do you consider the current provision for transporting pets and animals to be sufficient?
22. Looking ahead, what improvements would you like to see in the arrangements for transporting pets and animals?

Accessibility

23. Minister, could you clarify what the concession agreement sets out in relation to accessibility?
24. How frequently are accessibility audits carried out on the vessels and port facilities, and are the outcomes shared with the Government?
25. Minister, as you will be aware, there have been incidents concerning accessibility.
- a) Could you explain to the Panel how you feel DFDS has handled these situations?
 - b) Have any complaints or feedback been received specifically relating to accessibility on DFDS services, and what actions have been taken in response?
26. In relation to the new vessels, what will you do to ensure that accessibility be a key consideration in their design and operation?

We would be grateful if you could provide your response by **Monday, 9th February**. We recognise that this constitutes a reduced response period; however, as the information is required for the Panel's Review and the timeframe is necessarily constrained, the Panel would greatly appreciate your cooperation in meeting this request.

If you have any questions regarding this or our work in general, please do not hesitate to contact me. 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