

12 December 2025 - Andrea Le Boutillier

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS

For the last 25 years, we have travelled back and forth to St Malo from Jersey, averaging once a month, a vehicle, 2 passengers 2 dogs. As such, we have a very clear overview as a passenger. Yes, historically, with Condor there were issues, which over the years, but they consistently took measures to improve their service, new ships, better timetable, greater reliability until I feel we had reached most probably the best service they could offer. So yes, of course we were hugely disappointed when DFDS were appointed, and sceptical about the decision to appoint 2 ferry services for 2 adjacent islands which is incredulous.

Our only hope was that DFDS who sells itself as the biggest was going to provide a service way superior to anything else we had ever experienced. We boarded on their maiden voyage some months ago our hearts sunk a very tired ship, dirty a range of smelly bins on the car deck.. and as we mounted the stairs it just got worse stepping back in time to a similar configuration of ship but what we have now is a tired well used worn out vessel. Anyone that walks round the car deck and sees the pieces of Engine hardware lying around a clear indication that to keep this ship operational is a constant battle. Has the timetable improved? Absolutely not arriving France midnight? Leaving France early hours, (being aware that whatever landing or departure hour is a day stamp on your passport).

Pricing. it undoubtedly is more expensive, with no frequent traveller program, (apart from a recent barely advertised restricted offer) But the opportunity to undertake day trips, especially with cars, (which we have done regularly with group of Jaguars the past) is impossible. So where are the advantages to the Island?

To summarize

- Old tired boat - hence more cancellations due to technical issues
- higher ticket price
- .Guernsey Links???
- a limited and completely inconvenient timetable

As for the advantages to this commitment... for us, as regular users of the service ... absolutely none.

As a final comment. in October we made an unusually early booking for our forthcoming trip to France for Christmas, car, 2 passengers 2 dogs. The crossings we selected were

unavailable as they could not accommodate dogs..

We completely despair of this decision that has been made for the island.