

21 November 2025 - Anonymous 3

Subject: DFDS contract review

Dear Scrutiny,

Good evening I note you are looking into a review of the above contract

We were usual holiday makers to Jersey around 3 times a year, sailing over and staying at Greenhills with our pet dog

This year we have not travelled due to DFDS

Their customer engagement is terrible, they are unable and unwilling to answer simple travel questions and more importantly they have no pet travel policy

Co Dor were excellent and allowed a scheduled visit to our cars to check our pets, plus they stopped in Guernsey where again I could nip down to the car

It's important to check on pets to ensure they are calm and have enough water

DFDS when asked about their policy for the above offer nothing in reply and show no interest in any pet travel policy

The whole experience of dealing with them has been extremely poor and unfortunate. We have no desire to travel with them, which is unfortunate as Jersey is our favourite destination

Ease bring back Co Dor/ Brittany ferries and give Jersey holiday makers and businesses a chance to flourish