

12 January 2026 -Anonymous 8

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Ferries

Being a frequent ferry traveller i would like to say the following , We do not get the same level of service as we did with the previous provider, The times provided cause Jersey Travellers to have to book hotels in France as early morning departures from France cause travellers to Jersey to have to be very close to St Malo, The morning departures from from Jersey doesn't get in until after midday and having to clear customs doesn't allow a full days onward travel. These times are not advantageous to Jersey travellers.

Costs are significantly higher and the Journey times are taking 40 minutes longer than Condor used to take ! No frequent traveller discount is available and dynamic pricing has caused the fares to be sometimes 100% more expensive than Condor were. Whoever negotiated this contract obviously has no idea of what the Travelling public of Jersey needed. The Trips from the UK take a similar time as they used to despite not stopping in Guernsey . No inter Island Travel is very unhelpful , The economic damage done to Jersey is phenomenal , You only need to look at Guernseys tourist figures for last year to see this .

No fast Ferries for 3 days per week in the winter is causing issues for logistics between Jersey and France , and the choice of Travel to the UK is now limited as No Fast ferries until May ? this is after the Easter period , Another blow for Jersey Tourism .

In regard to Pet Travel the Fares Have doubled as Condor only Charged for Pets from France whereas DFDS charge both ways , The only positive is the Provision of a Pet Lounge and Pet cabins on the UK route , Why cant a Pet lounge be provided on the French route ?

Overall i think that we would have been better served by Brittany Ferries/Condor and believe me i was not a fan of Condor ferries but the service they provided suited the Jersey Traveller far better than the DFDS offer does

Mr Morel and the Civil servant who sanctioned this contract would be dismissed for incompetence in the Private sector as no safeguards and no minimum SLA agreement was incorporated into the Contract, After all it was at Jerseys bidding to state what was

required , The worst part of all of this is are stuck with this for another 18 years at least . Freight charges have caused price significant price increases on imported products despite Morels spin on this . He needs to listen to the people impacted by this , but alas. as with most Politicians he doesn't listen and appears to side with the Provider.

Total Government of Jersey incompetence once again led to this state of affairs , i as a frequent traveller am extremely dissatisfied with the whole debacle as it has done nothing to improve Jerseys standing !