

21 November 2025 - Camelia Leveridge

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS Service Review

Dear Committee Members, regarding the service provided by DFDS: in July I wrote to DFDS about the ferry schedules to St Malo which I have copied below as it is self-explanatory. Clearly my request was ignored as the current schedules do not allow reasonable access to St Malo for Jersey residents during the autumn/winter. We would usually take at least two trips to France (with our car) between October and Christmas but this year we have made no bookings as the schedules just do not work. We are both in our (active) 70's but are no longer prepared to drive in the dark.

Regarding the service to England it is absurd that there will be no fast ferries on full schedule until May 2026. The Stena Viga is a slow (polluting) vessel with insufficient reclining berths and far too few cabins to accommodate passenger demand. Ten hours sailing from Portsmouth to Jersey was more of an ordeal than anything remotely enjoyable when we travelled in September on calm waters. This is a serious issue for residents but it will also damage inward visitor numbers (why travel on a slow uncomfortable boat when they can catch a fast ferry to Guernsey!!)

Below is the email I sent to DFDS. I did receive the courtesy of a response but of course it did not result in any change to the schedules.

I am pleased that you are undertaking a review and I trust that the service can be improved in 2026.

Mrs Camelia Leveridge

"Dear DFDS Jersey CEO.

Please can you ensure that there are sailings from Jersey to St Malo that get Jersey passengers to St Malo in daylight thereby giving enough time to disembark and drive for at least an hour in daylight i.e arrive St Malo by lunchtime or mid-afternoon.

Unless you provide an early Friday ferry out of Jersey and a late crossing back from St Malo on a Sunday evening then Jersey residents are unable to have a weekend in France.

Everyone I speak to has been complaining about this issue and just will not travel on existing schedules as arriving in St Malo on a Friday night at 8.30pm in the dark doesn't allow any options for travel onwards let alone supper in St Malo.

For instance the drive to Rennes is an hour - there is an amazing French Market that starts early on Saturday that closes at 1pm. There are also Christmas Markets in Rennes

and Caen.

A favourite hotel in Brittany is a 90 minutes drive - it does off season deals for 2 nights in the autumn - how can we take advantage of that given your current scheduling?)

We all know that the Jersey Government wants you to give priority to French visitors BUT you will find that your off-season business will only be viable if you provide good travel options for Jersey residents trying to get to France for long weekends, to catch trains to Paris and beyond and/or ski trips.

I trust that you will take these issues into serious consideration and amend your autumn/winter schedules accordingly.

Yours sincerely

Mrs Camelia Leveridge