

21 November 2025 - Roman Galaska

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS Services

Hi

I read in the Bailiwick Express that you are asking for islanders views on the service offered by DFDS and would like share my thoughts.

With Condor I made use of the frequent travellers club at an annual cost of £60. I was paying £90 ish for a single journey (car and driver) to St Malo. I am now paying around £150 ish for the same journey. This increase is well above the inflation rate and I can't see how this is justified by the new company.

Contacting Condor was always easy and helpful in case of any problems. Not so these days.

The journey times are longer now - and the boat (Tarifa Jet) is older and much smellier than the Condor vessel. From where we live in First Tower we can hear the DFDS vessel approaching Jersey when it is still 12+ miles away and we often see black smoke billowing out of the vessel.

The duty free prices have also increased by more than the rate of inflation.

Service between here and Guernsey are a joke - totally inadequate and we are unable to visit as we used to do.

I feel that we are paying a lot more for a much poorer service and I am at a loss as to why we have accepted this second rate service when we were told exactly the opposite would happen.

The change of operator has been a disaster and we need to either renegotiate the contract or start talks with Brittany Ferries to give us the service we deserve.

Thank you for reading this.

Roman Galaska