

14 January 2026 - Alexandre Picaud

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Feedback on DFDS ferry services – passenger experience

Dear Sir or Madam,

I am writing to share my personal experience as a passenger using the DFDS ferry service between Jersey and France, which I believe is relevant to the current review of the ferry service concession agreement.

In May 2025, I was refused boarding on the Jersey–Saint Malo route despite arriving only a few minutes later than the recommended check-in time. At the time, the vessel remained alongside for a significant period, during which boarding would still have been operationally possible. Following a verbal disagreement at the check-in desk — with no violence, threats, or damage — I was subsequently banned 2 years from travelling with DFDS.

This decision has had serious consequences for me, both professionally and personally. I am an oyster farm site manager based in Jersey, and regular travel to and from France is essential to my work. The lack of any proportional review process, mediation, or appeal mechanism has left me with no practical alternative ferry option. I tried to be helped by french consul, and centenier but DFDS reject all mediation.

In addition, since this incident, I have repeatedly experienced inappropriate behaviour when attending the ferry terminal to collect members of my family. On several occasions, members of port security staff and DFDS personnel have made mocking or derisive remarks towards me. This situation is particularly uncomfortable and raises concerns about professionalism, neutrality, and duty of care within a public transport infrastructure.

Beyond my personal case, this experience also raises a broader structural issue: the existence of a private operator effectively holding a monopoly on sea links between Jersey and France. In such a context, decisions taken unilaterally by the operator — without transparent oversight, appeal mechanisms, or independent mediation — can have disproportionate impacts on individuals who rely on these services for work and family life.

I fully acknowledge that staff must be protected and that clear rules are necessary. However, I believe my situation highlights important questions around customer treatment, proportionality of sanctions, staff conduct, and safeguards in a monopoly service environment.

I hope my experience can contribute constructively to the Panel's reflection on passenger rights, service standards, accountability, and governance within the ferry service concession agreement.

Thank you for taking the time to consider this feedback.

Yours faithfully,

Alexandre Picaud

Jersey