

13 January 2026 - Anonymous 13

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Travel by ferry DFDS

I travel frequently (around 12/14 times a year) on ferry . 3 or 4 times to France similar to UK

WITH 3 dogs. Cannot use Pet cabin/lounge due to having 3 so they have to stay in vehicle.

Since DFDS have taken over the sailing time to and from UK is dreadful - 9-12 hours to Portsmouth. No fast (not so fast) crossings to Poole until May and what appears to be only until early September!!!

Timings of ferries are not good as a whole. An entire day on the boat to get back to Jersey. It has to be said staff on board are lovely

Staff on desk in St Helier give out information at odds with actual experience on boat and make frequent mistakes on bookings

Cost is also much more expensive (yes I understand everything costs more but the hike in price is significant)

French routes also much slower and timings are far worse than BF/Condor

No frequent traveller discount or scheme

Boats are old and tired

A big regressive step and bad impression on Jersey as a whole.

My experiences on DFDS to date, some 8 trips so far, are very mediocre. Yes you get off the island eventually

yes you get back eventually

Ferries have not been busy as a whole and it just seems a downward spiral

There is a complete lack of consistency in the booking staffs approach to the current 15% Early bird discount , which was actually a half way to coffee break discount as many people had already booked in advance. Personally I argued that I should receive the discount and it has been applied in retrospect, so I had a refund, but I know people who have been refused this.

At the end of the day, islanders want a reliable ferry service, at a fair price at reasonable times of day/night.

Currently DFDS fail on all three counts