

12 January 2026 - Anonymous 16

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS Ferry agreement with Jersey

I have made 3 return journeys from Jersey to St Malo with DFDS. My main complaints are the cost of the journeys compared to Condor Ferries, there is no frequent traveller discount and the fare for a car and driver is the same as for a car and 3 occupants. As I travel alone I feel I am being penalised in comparison to a group of three and a car. The DFDS website is very difficult to navigate compared to the previous Condor one, timetables cannot be easily found and the fares are very inconsistent due to 'dynamic pricing'. With Condor we knew with confidence that fares remained consistent through a season, be it winter/summer. The Tarifa Jet vessel used on the St Malo route is in need of refurbishment and has been running for some time on only 3 of its 4 engines.