

12 January 2026 - Anonymous 17

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Ferry Service Concession Agreement

We have travelled with DFDS on several occasions in recent months, all with a baby and toddler. We experienced difficulties that we have shared below to support the relevant scrutiny panel.

Jersey - St Malo day trip (24/05)

My wife travelled whilst heavily pregnant and was offered no support whatsoever. The disabled access was out of service on both legs of the journey.

We were forced to wait in the bay for nearly an hour whilst other DFDS ferries vacated the berths.

Jersey - St Malo (05/09 - 13/09/2025)

We travelled with a three year old child and a three-month-old baby. No recognition was given to that (e.g. Priority loading, additional support) and cars were packed so tightly that we couldn't physically get our baby out of the car.

On the return journey, we were again unable to access our vehicle because of the tight loading and were told by staff that my wife would 'just have to wait' on the car deck with both children, whilst I made my way to the car.

We were also forced to wait in the bay for 45 minutes and given various excuses for the delay, including the tides were "unexpectedly low", the Ports of Jersey had "misjudged the tides" and the harbour staff had not expected them to arrive so soon.

Jersey to Portsmouth (27/12/2025)

We again travelled with a baby and small child. No allowances were made for that (e.g. priority boarding, additional support) so we were forced to queue for approximately 30 minutes to get access to our cabin. About half of that time was on a stairwell as that was the only functioning access route.

Happy to expand/provide further detail if helpful, I've left my contact details below.