

15 January 2026 - Anonymous 20

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Current Ferry service provision

I think you could title this as 'Not good enough'

I am a solo traveller (with dog) who had previously been a member of Condors' frequent traveller club. I travel to see my children/grandchildren, participate and judge at canine working trials and to compete my current dog at shows. My vehicle is a camper van.

Cost of travel has increased by a minimum of £150.00 per trip

Route provision/option is poor. Over the previous years with Condor my preference has been conventional ferry overnight Jersey to Portsmouth - prior to dog friendly facilities being available it meant that I could have the dogs well exercised and fed before travel and they were settled in their vehicle for an overnight trip -. Vehicles were also parked in such a way that should access be required overnight it was easy to get to the vehicle, on the day sailing (8 hours) there would be 2 escorted visits to the car deck, weather permitting, to allow dogs an opportunity to toilet, the return trip would be via Poole - fast ferry 4 hours or a tad longer if going to Guernsey first. With the current provider the overnight sailing is partially comparable is that the crossing takes a similar time but without the ship going into Guernsey and with using the shorter Eastern passage. Using the Eastern passage does make sense given our prevailing westerlies but sitting off Rozel making 5 knots on the return leg to the Island is painful to say the least but at least I can have my dog with me so he does not have to endure an 11 hour trip in the van without provision for toilet breaks! Currently there is no fast boat until May - possibly and then only 5 times a week - not really good enough but given that tourism is dead it doesn't matter, it's only locals anyway (please read that bit with a heavy dose of sarcasm).

Customer care - this is night vs day. My experiences with Condor/Brittany have been 5* both for myself and when trying to help a friend who experienced difficulties getting to the Portsmouth Harbour when they had been held up in traffic from a medivac accident. My 3 personal examples - 2018 Beast from the East - I was snowed in at Poole 2nd March - Condor staff phoned - Please do not travel to harbour - they had automatically moved my booking to first available on Clipper 3rd March - I explained that I had the dog so they then put me on first fast sailing a couple of days later 5th March and we were home by lunch time. March 2023, we were off loaded in Guernsey due to deteriorating weather conditions and excellent care was taken of us all including all pets , once again the transfer was made to an alternative sailing without my requirement to do anything - I did change it to a day later to ensure a much calmer crossing but at no extra cost and again efficiently handled and with the option of 2 different ferries. Now for my latest

experience Storm Goretti, an email that the sailing was under review but no decision on the Monday - there was a text message on the Wednesday saying my booking was changed to the Saturday but when I checked there was no provision for my dog - I had booked a pet cabin. Several phone calls later - have you used their phone system? the first available sailing with a pet cabin is 22nd February - so I am on an extended visit and staying in a travel lodge. I'm lucky I'm retired but had I needed to get back for work I would have had to compromise my dogs welfare and left him in the vehicle of 11 hours - there are limited cabins and seats in the dog lounge (8 dogs max) that is 4 dog cabins and 4 dogs without. Or if I were coming on holiday that would be a lost holiday and insurance claim. Having a cabin I can take my dog in is essential - I suffer from horrendous sea sickness and the last thing I want to do is to try to manage my dog while I'm throwing up. At least with a cabin he can be safely contained while I suffer not so silently.

my return trip was not without 'potential' problems due to yet another storm.

The sailing for Thursday 22nd was placed under review - I was notified by text and email on Wednesday morning (21st) that the ship would be sailing and then received a phone call at lunch time where the young lady informed me it was cancelled. When I queried this she then 'corrected' her statement.

I must emphasize this is not a fault of the crews who are so helpful, kind and professional.