

16 January 2026 - Anonymous 21

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS

We have used DFDS a few times to France and the U.K. staff are very accommodating and helpful. The overnight boat is ok and we always book a cabin. Our concern is the prices we have to consider how many times to travel to these destinations. We did use DFDS on the Dieppe to New Haven when our family lived in Brighton when we were in France, we found the prices very reasonable and also had discount for pensioners. I looked forward to DFDS taking over the ferry routes but they have yet to introduce frequent traveller discount or even senior citizens discount. We did notice on a few crossings to France the boat was under utilised this could have been because of the exceptionally high prices. The winter coverage is quite frankly poor, compared to that offered by Condor.

A full review of the contract and terms of service should be undertaken by the States, bearing in mind concerns raised by the Jersey travelling public. This should include the prices of travel and the freight charges.

How can DFDS charge such high prices for the Jersey travelling public when we were very happy with the reasonable prices of the Dieppe to New Haven journey, is this a mistake by the politicians who agreed to the contract with DFDS?