

12 January 2026 - Anonymous 22

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS - complaint email

Please see below my comments regarding DFDS, this is a complaint I had made to them in 2025.

Email 1 -Dear DFDS Customer Service,

I am writing to express my serious concern and disappointment regarding an incident that occurred during a recent journey on your ferry service.

Upon arrival at our destination, we were left waiting on the car deck for over 40 minutes before being allowed to disembark. During this time, we were confined to our vehicle with our young baby, in extremely hot conditions. The temperature on the car deck was unimaginably high and dangerously unsafe, particularly for infants who are unable to regulate their own body temperature. This delay created an alarming and stressful situation, and we were left with no communication, explanation, or support from your staff.

To make matters worse, we observed that the majority of foot passengers were allowed to disembark before us, despite the fact that they were waiting in an air-conditioned area, unlike car passengers who were left in sweltering, airless conditions below deck.

I find this decision-making deeply irresponsible. Families with young children, especially infants, should be prioritized during disembarkation for their health and safety. Allowing foot passengers to leave first, who are not subject to the same dangerous conditions, demonstrates a serious lapse in judgment and a lack of consideration for vulnerable passengers.

I urge you to review your disembarkation procedures and implement a clear priority policy for vehicles carrying young children, elderly passengers, or individuals with health conditions that make them particularly vulnerable in extreme temperatures.

Email 2 - My comments in relation to the feedback from the chief officer onboard the Tarifa Jet:

Not only were the crew not aware of us travelling with an infant, they were not aware of the newborn 2 cars behind us and a toddler a few cars in front of us. Let alone the ones I was not aware of. This was not an isolated issue, all of whom, shared the same serious concerns as us.

As mentioned in the feedback;

(However, during periods of extreme heat, we are able to adapt this procedure to avoid passengers having to wait in their cars. For example, we could disembark vehicles deck by deck, allowing those on the upper decks to remain in air-conditioned areas for longer.)

The above highlighted key words being, we are able & we could, makes this issue more concerning that you could but did not. These weren't implemented on our journey. Why?

I'm aware of the presence of the vessel birthing before us, which again caused frustration to passengers on board.

From leaving St Malo to Jersey, the Tarifa Jet was not at full speed, it was slow which also made matters worse for us passengers knowing we then had to wait outside the port while Stena docked. Surely, you have communication/knowledge from ports of jersey/DFDS/officials that could have made you aware both DFDS boats were due in at the same time. I feel as if, this could have been avoided if Tarifa Jet was at full speed/more communication between those in control.

Regardless of there being another vessel docking, no passenger, young or old, should be subject to that experience on the car deck.

It could have been a detrimental incident to somebody. I will never put my daughter through that experience again.

With that said, we are due to travel with you on the same vessel in August. I have serious concerns traveling with you again, but you are our only ferry provider and we have no other option.

I absolutely refuse to be put any higher than the ground deck, regardless of vehicle height. Do I have this right to refuse to go any higher? I will not put my daughter in that situation ever again.

I also want to comment on the lack of communication your staff have, not only on the car deck but within the boat with its passengers.

Before disembarkation we witnessed two of your staff with a wheel chair trying to find the passenger that needed assistance. Walking up and down aisles trying to find who "looked" like needed assistance because they didn't know who it was booked for.

I watched your staff on different occasions ask an older gentleman next to us if it was him they were looking for. It was not.

There is a serious lack of detail, important information/communication missing within all aspects of your team.

This needs to be addressed before something unimaginable happens to one of your paying customers.