

14 January 2026 - Anonymous 23

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Ferry travel

I travelled on the DFDS ferry on the 6th September 2025 returning from France with my family, the experience was terrible. We had our 4 year old son and I was 31 weeks

pregnant at the time. Upon arrival in Jersey we were told to go to our cars only to have to wait on the car deck for well over half an hour with no car movement or information and with many car engines on. The cars had been made to park so close together we like many others were unable to get into our car.

Our son was getting very distressed and I was struggling to stand so in the end with no guidance on what was going on or information from any staff we made the decision to return to the seating area. We were also very conscious of inhaling car fumes. At no point did anyone from the

DFDS give any information for the delayed disembarking or offer us any assistance. The departure from France had also been significantly delayed again with no explanation or apology and boarding at this end felt very disorganised.

During boarding in France there was such disorganisation with loading the cars my partner was advised to have our son exit the car and wait with the staff member while he parked. I had already exited the car as I would not have been able to get out otherwise. We felt that this was not an appropriate request and my partner declined to do so, keeping our son in the car with him. The whole experience just felt very disorganised and not well managed in anyway.