

30 January 2026 - Anonymous 26

Subject: DFDS

I am Jersey born (with both parents & their parents born here, so go back a long way !) and a parishioner of St.Brelade. I am writing to you to re DFDS (a company I wish I had never heard of) which is wrecking Jersey. I am not sure where to start & no doubt will miss out on some things.

1. Timetables-

So few day trips to France, most only allowing a small amount of hours, quite a few arriving at 1235 and departing at either 1600 or 1640. Islanders love to do day trips & so do the French vice versa. After End of October there is nothing until April 2026. There was a total of 15 day trips available in 2025, that allowed a reasonable day in France. I have not included the Sunday day trips as didn't consider them suitable for a shopping day trip. I have attached a list I made of the ones available Monday - Saturday in the summer schedule 2025.

2. Boat -

In my opinion it was tatty, tired & not very clean. Food dreadful & hot chocolate awful.

3. Crossing-

Some high speed ferry - only reaching 21 knots most of the time. This size boat needs to do more than that speed to get up onto to the plane to make the most of fuel efficienieny. Condor did 35 knots.

4. Day trips -

We went on a day Trip on Saturday 11th October. The Caesarean Trader left East Berth at 0855. Tarifa Jet left at 0915. When we got to St.Malo the Trader was already tied up. How can a freight ferry be as quick or even quicker than a so called High Speed ferry.

5. Supermarkets-

Supermarket shelves are almost empty. DFDS blame it on cyber issues as the CO-OP and M & S have spoken out, but Waitrose etc are having the same problem.

If I was Morrisons (or other Supermarket) I would withdraw from Jersey altogether as prices are not going to be viable. And then where would Jersey be.

6. Timetables-

Lack of issuing timetables until late has, and still is, losing tourism masses of business. As we know people book holidays way in advance & if timetables are not out they will go elsewhere.

7. Ferries-

No high speed ferries to/from UK in winter as not viable. Condor always provided a service knowing this but continued serving the Island with both ferries. DFDS should not have applied for the contract if they found it not viable. Although it appears, with the cut back in passenger travel, that they appear to have preferred the freight side of it.

8. Tarifa Jet-

I met an engineer from the Port who said that they had advised (whether it was the states, not sure) that this ferry was not suitable to link in with the ramp to allow foot passengers to embark/disembark. Obviously it was ignored & it adds a lot of time to departing car passengers.

9. Ferry crossing-

We have gone back to the 70's, when we had the Solidor boats.

Journey time takes about 2 hours then all foot passengers have to disembark first before cars can exit the boat. That means it's almost 2.5/3 hours and then we have to clear customs, which as we know, is not quick.

10. Life-

Although not everyone is, or will be a passenger on a ferry, we are all affected by lack of stock in shops & prices going up.

11. Ferry prices-

The cost of travelling with DFDS is much higher than Condor. If I was a family or individual looking to come to the Channel Islands and see the prices I would opt for Guernsey. People coming over on holiday won't know much about either Island so will opt for the better value option.

12. Inter Island service-

Now we have no inter island service to speak of, apart from once a week to take cars, which I believe is on a Wednesday, courtesy of Brittany Ferries. As we all know hotels/apartments bookings nearly always go from Saturday to Saturday. And the damage it is doing to inter island sports groups is unfair.

13. Kirsten Morel-

Brittany Ferries seem to have been treated unfairly in the tender process & it appears that Kirsten Morel has been adamant that Condor was out and DFDS in. DFDS forgot about the port dues, how very convenient. I wrote to Condor expressing how upset we were at them not having their contract renewed, they replied that I was not the first one to email

them re the decision. On board the last time they operated, most of us told the crew that we all wanted them to stay, they were sad to be losing the route and their existing jobs. This is an incredibly bad decision for the Island having DFDS here.

It is not a coincidence that Guernsey's tourism is massively up & Jersey's is down. The hospitality industry & retail sector are trying their best to let the States know something has to be done before our beautiful Island of Jersey is beyond repair.

It would be lovely to be able to have an Island survey for people to complete and see what the results are. And if very negative then please do something about DFDS to get them out, if it costs the government to get Condor back then it will be money well spent. The fact that Condor had financial problems (although most large companies do) Brittany Ferries stepped in.

We also need to have a reliable service between the Islands & France & UK. We are not getting this, frequent cancellations, no high speed ferries between UK and Jersey in the winter. And recently a reduced freight service.

It's not as though they have out layed a huge investment as the boats are old and tired. They must think Jersey people are so gullible to think that the investment of 300 million should be added to our fares for them to purchase new ships. I can't see these boats appearing within the 20 year contract . If we have all paid into these boats then we should own them as a co-operative. I've never heard anything so ridiculous in my life. What if British Airways or Easyjet decided to adjust the fares to put towards aircraft purchase in the future.

I, along with a lot of people are very unhappy and that is why I felt to put my feelings in an email. A lot of hearsay is not going to help to discuss the problems without people writing in.

DAY TRIP POSSIBLES TO ST .MALO

Saturday 26th April-

Dep Jersey 0935 .
Arrive St.Malo 1235

Dep St.Malo. 1730
Arrive Jersey. 1825

Friday 2nd May-

Dep Jersey 0955 .
Arrive St.Malo 1250

Dep St.Malo. 1810
Arrive Jersey. 1905

Saturday 17th May-

Dep Jersey 0855.
Arrive St.Malo 1150

Dep St.Malo. 1750
Arrive Jersey. 1845

Friday 30th May-

Dep Jersey 0910 .
Arrive St.Malo 1205

Dep St.Malo. 1750 ✕
Arrive Jersey. 1845

Saturday 28th June-

Dep Jersey 0940.
Arrive St.Malo 1235

Dep St.Malo. 1750
Arrive Jersey. 1845

Saturday 5th July-

Dep Jersey 0855 .
Arrive St.Malo 1150

Dep St.Malo. 1840
Arrive Jersey. 1935

Saturday 12th July-

Dep Jersey 0855 .
Arrive St.Malo 1150

Dep St.Malo. 1750
Arrive Jersey. 1845

Saturday 19th July-

Dep Jersey 0855 .
Arrive St.Malo 1150

Dep St.Malo. 1840
Arrive Jersey. 1935

Saturday 26th July-

Dep Jersey 0855.
Arrive St.Malo 1150

Dep St.Malo. 1840
Arrive Jersey. 1935

Saturday 2nd August-

Dep Jersey 0855.
Arrive St.Malo 1150

Dep St.Malo. 1840
Arrive Jersey. 1935

Saturday 9th August-

Dep Jersey 0855 .
Arrive St.Malo 1150

Dep St.Malo. 1850
Arrive Jersey. 1945

Saturday 23rd August-

Dep Jersey 0855 .
Arrive St.Malo 1150

Dep St.Malo. 1840
Arrive Jersey. 1935

Saturday 30th August-

Dep Jersey 0855 .
Arrive St.Malo 1150

Dep St.Malo. 1840
Arrive Jersey. 1935

Saturday 6th September-

Dep Jersey 0940.
Arrive St.Malo 1235

Dep St.Malo. 1710
Arrive Jersey. 1805

Friday 12th September-

Dep Jersey 0955
Arrive St.Malo 1250

Dep St.Malo. 1840
Arrive Jersey. 1935