

12 January 2026 - Diogo Lopes

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Type F sockets

Have used Jsy - uk overnight service and found that sockets available were type F (European) I was not prepared as never expected that such service would require me to use a socket adapter.

Have reached the service desk and explained the issue and team directed me to their duty free shop where I could buy an adapter. I have explained that it wouldn't be fair to pay for it as DFDS guaranteed Jersey residents that vessels would be adapted to the context.

I have then been told that I could borrow an adapter from them but they would need to hold a passport for each adapter . Staff was visibly not keen on lending these, I believe that they had been briefed by management to only lend as a last scenario.

I have raised the issue with DFDS who confirmed they were aware of the passport hold procedure and that would have been put in place by management to ensure adapters are returned at the end of the journey.

I have then asked whether they could confirm on a date for the completion of the sockets replacement. DFDS confirmed they will be looking into get it done but couldn't advance a time frame.

As a family with kids. We needed a few adapters and that clearly was perceived by the team that we were abusing when in fact we were just trying to charge a laptop to work/ a phone and 2 Nintendo consoles to keep my children entertained during the 8 hour journey.

It has caused us stress and we feel that DFDS could have addressed this better - clients should have been made aware prior to sailing and adapters should be made available easily upon request. DFDS confirmed that they don't agree with my view, which is just disappointing.