

13 January 2026 - Karen Jones

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Disability

I travelled on DFDS for the first time in October, I was going over to get a new hoist fitted in my bigger car. I explained when I booked that I hadn't purchased car but had booked hoist fitting but they hadn't confirmed. They noted my booking to change free of charge. Both outward and inward bookings had to be changed due to weather, very helpful and I managed to get a cabin on return journey and a member of staff helped me and my belongings to the cabin. A member of staff helped get my Rollator out of car and when it was time to disembark at Poole she appeared again to put it in the car. Wasn't offered that help on return from Portsmouth but another car driver did as they had put the car behind me very close. I am travelling again with them in May. I am dairy and gluten intolerant and it would have been good if there had been some food available in the lounge where the Premium Seats are.