

12 January 2026 - Nick Perchard-Rees

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS Feedback

Multiple trips with DFDS.

In car and motorhome, with and without child and with and without pet.

We've experienced delays and cancelations but these are generally all weather related and can't be helped.

Communication has always be good via txt and email. Easy to contact for further updates. Customer service in UK could do with a little more knowledge on Jersey and that we are not the UK, sent to Defra for pet queries when it should be the Jersey animal vet. One stand out area is the staff. Having travelled often with condor previously the staff of DFDS seem to be a happier bunch, not sure if that's perception or maybe toward the end the Condor team were disheartened but the DFDS team really stand out as top notch.

Excited to see the upgrades as new boats come online over the next few years.