

**13 January 2026 - Samantha price**

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: Travelled with pet

We have travelled with our pet dog three times and in the most part the travel has been good once we have ironed out the issues:

1: although you book online and indicate you are travelling with a dog, you still need to call/ message to ensure booking shows this, as the confirmation doesn't stipulate it.

2: if you book for the pet lounge, you would assume especially if you say travelling g with pet, the pet would also automatically be booked. This is not the case as we found out recently.

3: one experience we were informed upon checking in, that our pet would need to stay in the vechike as the boat was now very full due to a number of cancellations, and our cexhike was a motorhome.

We do not like to leave our dog in the vechile on the day sailing which is around 10hours, even with the two offered short visits down to the car. Deck, that was offered. The premium lounge on this trip had 2 other dogs in there, which did not sit right with me. Why was our dog not allowed In there? Seems inconsistent depending upon whom you speak to.

4: the lack of fast sailings to the uk is extremely disappointing especially when travelling with pets.

5: we have not used pet cabins as yet so cannot comment on these.

6: Lack of dates with enough notice makes planning for trips with pets & motorhomes very difficult as limited spaces and not always clear when dates will become available