

17 and 14 January 2026 - Trish Cavey

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS

Firstly I would like to thank you for taking the trouble to ask the members of the public to comment on their experiences with DFDS, at least some members of the Government are interested in our views.

I travel to France frequently as I have a house over there. I take two cats with me and have made several complaints to the company about the difficulty in booking them on the ferry for the dates I wish to travel. My cats stay in the car for the journey and whereas I can book up to 5 dogs on the sailing there is never availability for cats. In previous years the booking reference came up as 'pets' and I never had any problems. Unfortunately with this new company they are not interested in accommodating the requests of the public of Jersey their aim is only to make the biggest profit

and have a 'take it or leave it' approach to looking into any requests. No wonder tourists don't want to come here. However, unfortunately we don't have that option we just have to accept it and for the next 20 years as well.

While I am grateful for you asking for the views of the public you are only touching the tip of the iceberg when it comes down to it. The timetable for ferry services to France are unbelievable there are no day trips and sailing is primarily in the evening to St Malo and returning to Jersey early morning, so much for a decent schedule like we had before when you could take the boat in the morning and drive to your destination and drive back after your holiday to take the evening boat back to Jersey. No overnight stays necessary.

We also have the problem with food coming to the Island there is no longer a decent shelf life for fresh food by the time it arrives and in the shops you are lucky if you have two days. Jersey is an expensive place to live but every time you shop prices have gone up because of freight charges and they are going up again. I believe that within the contract agreed and signed by one person in the Government and DFDS it stated that prices could go up for fares etc., and boats could be cancelled at any time should the company find they were not making enough profit and this has happened since they took over.

It is unbelievable that one member of the Government was allowed to make the decision on which company would be allotted the sea route to the Island. The tender process was very biased against Brittany Ferries from the start and it was obvious to the general public that they would definitely not be given the route. We are now left with DFDS that we were told was supposed to be so wonderful for the next 20 years. I wonder which island and its people are the losers lol.

I don't think there is much that you can do about things now but thank you for listening it is much appreciated .

I would like to comment further to my email regarding this company following your requests for members of the public to contact you if they have had issues with the company regarding travel with pets.

DFDS are offering passengers a 15% discount if they make advance bookings. I contacted the company on email today to try to make a booking in March taking my two cats with me. On accessing the website I chose the initial dates I was looking for but when I clicked on the link to take pets I found that I could go no further and had to contact the company direct through their call site. Is there any other way they can make it more difficult to see the pricing and chose a suitable date for yourself while traveling with pets. I have a house in France but due to the stress making a simple booking with this company I am seriously thinking of selling I don't think anyone needs the stress that this company has brought especially for the next 20 years.

Now I hear they are canceling the Tuesday boat and by doing this no post will be brought to the Island, seemingly within the rights of the contract they have signed, which to me sounds like they can do what they like and nobody can do anything about it. What next let's wait and see.

Does nobody care about us as taxpayers and Islanders.

I hope you will at least read this email.

Regards

Trish Cavey