

14 December 2025 - David Reynolds

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS Ferry Company

Dear Sirs/Madam,

I list below my recent experience with travelling by DFDS.

Date

1st December 2025 Due to check in to go to Portsmouth overnight. Sailing cancelled 'due to weather'

2nd December Sailed with DFDS to Portsmouth, kept appointment, travelled through 'Tunnel' to France.

3rd and 4th December Drove to St Malo (to book a single 'average' car and driver to Jersey)

5th December DFDS said Saturday sailing cancelled 'Due to weather' but managed to book for Sunday 6th. Gave desk DFDS' representative details, and actually wrote car registration number down. Was given and paid for ticket. Booked in to an hotel and checked ticket. It was for a passenger only, no car. Returned to DFDS desk. DFDS rep. apologised and added car which I paid for. The rep. did not give me a new ticket but said the number would be the same.

6th December Sailing cancelled. I was given a new date of Monday 7th at 5.30pm

7th December Arrived at check in at 3.45pm (to make sure the ticket included my car). At 4.25 another car arrived and the driver went to DFDS desk, came back with two DFDS reps. who advised us the ferry had left at 8.00am that morning and the next ferry was on Friday 12th December. Returning to the hotel I had spent the previous night at, I found, a couple of other people who had been similarly affected.

8th, 9th, 10, 11th December I had to find 4 night's accommodation and cancel various appointments in Jersey. No help at all from DFDS apart from "Sorry"

12th December Finally caught ferry home to Jersey arriving around 4:pm (local time).

13th December Noticed my land line had a message 'flashing'. It was a French person speaking but so indistinct that I could not make out if they were speaking French or English. Assuming the message was about the previous day's altered schedule, why send it to Jersey when DFDS knew I was in France. DFDS have had all my details as I have travelled with the before.

PS 10th December was my 86th Birthday.

PPS I cannot fault the cleanliness of the ferry or the helpfulness of the on board staff