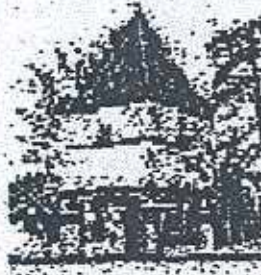


FRENCH HOUSE OWNERS ASSOCIATION



Of Guernsey

Director of Strategy,
Commerce and Employment,
Raymond Falla House,
Longue Rue,
St. Martin.

"Vents d'Aval,
Route de la Lague.
Torteval GY8 0QE.

30th Aug. 2010.

Dear Sir,

In an abbreviated submission like this the nuances may be misunderstood. The questionnaire's questions do not necessarily provide full opportunity either. The Association would be willing to enlarge further in the hope that both passengers and Condor can benefit. The enclosed paper is submitted for your consideration.

Yours faithfully

P. Robilliard

Patricia Robilliard,
Hon Secretary.

CONDOR SERVICE TO ST. MALO.

The main problem in the areas of the service from Guernsey to St. Malo are :-

1. The infrequency of direct sailings.
2. The fare structures.

SAILINGS

At meeting of members of the French House Owners Association with a representative of Condor it has been made clear that the Jersey/St. Malo route is deemed their bread and butter route. Hence there are several daily sailings to/from Jersey which also allow day trips.

Accepting there is less Guernsey/St. Malo traffic there remains a need for direct sailings, not necessarily on a daily basis.

A Friday evening out- Monday return should attract two way weekenders especially if some effort was put in at the France end to better advertise Guernsey.

2010 schedules include transshipment via Jersey, often meaning that several hours on shore in Jersey happen before the onward sailing to St. Malo. Faced with motoring to their French property for 2+ hours after arrival in St. Malo this is not very attractive to many of our members.

FARES

Book early and fares are cheaper? Not necessarily so and not necessarily practical. Special offers are made from time to time to the financial disadvantage of those who booked early only to find the offer is cheaper.

The percentage of seats etc. available in special offers is so limited that the beguiling accompanying advertising is at least a source of annoyance or lead to a decision not to make an extra trip.

Homeowners often make late decisions to spend a few days in France and cannot take advantage of early bookings or of offers.

Talking on board to U.K. passengers one finds examples of their fares for U.K./St. Malo being less than the Guernsey/St. Malo leg. Condor's explanation being that there is greater demand for seats from the U.K..

If it is possible to charge less for travel booked well in advance, then why not have a middle range fare which applies throughout the year and regular travellers from Guernsey to St. Malo would budget appropriately and might even travel more often.

GENERAL

The Association has capped its membership for administrative reasons to 150 members. It is aware there are several times that number of residents with French holiday homes. If there are say 500 owners travelling (from experience) six times a year then one looks at 3000 families/and or friends to use the route.

One person is known to have travelled 30 times in 2009 but principally because of cost, many have travelled less frequently than previously. If fares were rationalised and having a season long fixed fare there should be more usage.

S/L AGREEMENT

It is felt that there should be a service level agreement on the St. Malo route to clarify matters which are of concern to the travelling public.