

Competition, Licensing and Regulation in the Car and Passenger Ferry Market

Free Text part of Survey (Question 6) – showing 178 responses from all who agreed to make their comments public.

Note: The text has been checked for spelling errors to aid the ease with which the entries may be read. Otherwise they remain exactly as submitted.

Ref	Residence	Do you have any further comments?
1	France	The ferries are a life line to the Channel Islands this should be taken into consideration.
2	Guernsey	Yes. Guernsey has always been badly served with regard to services to France. What Gsy people would like has always been met when competition was there but we get a default service when there is no competition e.g. when competition is there to establish a presence we get early morning sailings - not lunch time. The ability to spend the weekend in France - Friday to Sunday with a late return on a Sunday and competitive special fares. Currently not possible for Gsy people to enjoy France for weekends like Jersey people can. No special deals - I mean really competitive deals for short breaks. And why do Guernsey and Jersey people have to pay more than their English counterparts! And finally why can't people do a Guernsey/ Jersey/ French holiday with stop offs at say two places at a competitive price instead of it not being possible or charging full fares for both journeys for the entire trip. Currently Condor will not let you disembark to do this - acceptable to charge a landing fee without charging full fares to each place. Have had English friends wishing to do this for Channel Islands and France. Have had his disagreement with Condor in the past.
3	Guernsey	I understand the economic difficulties of having multiple operators, which has led to a single operator in recent years. However, I believe this creates complacency in the operator's attitude to punctuality. There has been a significant delay (1 hour plus) on the majority of times that I have travelled on Condor in the last 5 years, which is made worse by no advanced notice of any delays. I always ring the information line and check the website before leaving for the harbour and see that no delays have been advised, only to experience significant 'last minute' delays. Having to unnecessarily sit in a car compound for lengthy periods is unacceptable. There should be a regulator who levies financial punishments for continued delayed services, who can ensure that these are not then passed onto passengers through increased fares (i.e. they are ultimately paid for by the shareholders). I would recommend HMRC's penalty method for late payments, which increases the size of the penalty for each 'offence' during a penalty period, where the end of the penalty period is calculated by reference to the date of the last 'offence'. The regulator needs to be mindful of excuses for delays: e.g. it's easy to blame mechanical failure, but has the company taken sufficient steps (e.g. regular servicing) to ensure such delays are kept to a minimum? My second complaint with Condor is the timing of arrivals in the UK. It is bad enough arriving in the UK around midnight, but when subjected to the 'usual' delays, these arrival times do not allow any leeway to rearrange travel plans. My feeling is that you just get 'dumped' in the UK in the middle of the night. To balance my complaints, once on board, I find Condor provide a good service.
4	Guernsey	Provision of both conventional ferries as well as high speed must be maintained as conventional will almost certainly sail when fast ferries may not in bad weather.

5	Guernsey	The current operator seems to have been bought and sold policy several times and the long term commitment to these routes may not be secure. Policy should be determined after an independent review of the current operator's efficiency and profitability.
6	Guernsey	Condor provide a reliable year round service. They are dedicated to the Channel Island routes and don't operate anywhere else. It is therefore in their interests to keep us happy. With three fast ferries and a conventional ship they also have back-up when the occasional weather or technical problem arises.
7	Guernsey	We canvassed our members and the consensus view was that the Islands are served very well by Condor and that they provide a good reliable service at a reasonable price. Also, the considered opinion is that the arrangement between both Governments and the operator works well and should be maintained.
8	Guernsey	The overall level of service currently provided is very good. There may well be a case to have reduced services at certain times to be able to have promotional fares at other times.
9	Guernsey	The variations in volumes over the 12 months makes it difficult for an operator to run economically throughout the 12 month period. It has been proved over the years that the routes cannot sustain more than one carrier offering a resilient service. Therefore there is some justification in having an "accountable monopoly" which works in partnership with the local population for the benefit of both parties. This may mean variations in service levels on a year by year basis, but is done with the benefit being passed on essentially to the local population. Any involvement from a body such as the OUR would be a costly hindrance to a good operator, and should be avoided at all costs.
10	Guernsey	Yes. The conventional service by the Commodore Clipper is vital and needs to be retained. In the period Oct 1996 to Oct 1999 when there was no scheduled conventional service there was frequent disruption in service during the winter months. All other island communities, including the Isle of Man, Shetland, Orkney, Gotland (Sweden), Borholm (Denmark) and Mallorca have conventional ferry back up. Travellers value the certainty that a weatherproof conventional service gives.
11	Jersey	I feel competition is the key. The monopoly offered by Condor doesn't meet the needs of the Jersey public in my opinion. When HD Ferries also operated, the option of using a second carrier was of benefit to all (Cheaper and better times), but for whatever reason HD were unable to continue.
12	Jersey	I have made 3 submissions to JCRA over the past 18months including a brochure from Condor France offering French passengers return travel for a car and 2 passengers for the equivalent of £114 . In your Minimum Fares to/from St Malo £78.50 is quoted but I travel to and from France about every 3weeks and book some months ahead to try to get lower fares but have NEVER seen any trips at that price the minimum to be found is at least £85.00. I hope this information is of use. Thank You

13	Jersey	I think an independent group of members of the public should be invited to act as a regulator much as the RAMSAR steering group works with parties interested invited to attend a meeting open to the general public and open to voting from those attending to allow public scrutiny and transparency to the process of regulating sea transport connections with us and inviting accountants, lawyers and regular travellers to make key representations on the possibility of having a licensed public carrier like Aurigny for sea travel to offer a minimum service including operating to Granville or Dielette with a car ferry eventually to allow locals and tourists to travel on from Cherbourg across the Channel including to Dublin which the Oscar Wilde permits for the 10,000 Irish residents from Jersey to do at present from St Malo and to allow incoming car travellers to Cherbourg to access Jersey by car via Dielette where a car ferry port is proposed to be built soon like Granville and to allow convenient times for locals to visit Normandy a huge pool of tourists visit via Cherbourg daily close to Dielette the area near Jersey who do not wish to take 3 hours drive to St Malo to Jersey. The public elected regulator could improve air travel links with Normandy by promoting a Jersey government contract to a carrier to provide peak time links to Cherbourg and Caen airport to allow health treatment there by locals who could ask Public Health to permit health care in Internationally recognised medical treatment centres there already with Jersey links in particular with the Caen medical treatment centre linked to the University where locals study and could continue to study Jersey law and heritage and languages to promote ties with our French cousins and fellow Christians who are twinned with us here already and permit further health and cultural connections.
14	Jersey	Quality and reliability of service is paramount. Recent history has shown that cheaper providers fall down significantly as regards these two key requirements. The big risk with this survey/consultation is that if you ask users of the ferry service if they want cheaper fares, they will always say "yes". The same weakness applied to the States' dubious earlier survey as regards more supermarkets in Jersey.... The current service by Condor is working well and they are bringing more visitors to the Island. So why try to change the arrangements?
15	Jersey	Condor by virtue of having a monopoly feel they can get away with anything, and also as they have a captive audience of Islanders they feel they can charge what they will.
16	Jersey	Condor is generally appearing to be delivering a reliable and decent quality service. However, it is very expensive and particularly the St Malo route. The firm should be encouraged to expand capacity with more regular aggressive pricing promotions around booking well in advance and discounts for winter sailings.
17	Jersey	The price of fares between France and the Channel Islands (15 Miles) are not comparable as those between UK and France (22 miles and a lot cheaper) also the fare from Jersey to St Malo (1 hour Sailing) is similar to Jersey to UK (3 hour sailing). Airlines compete for Channel Islanders custom, we need the same options for our ferry service. Whilst Condor have the monopoly we islanders are being held to ransom.

18	Jersey	<p>1. Is allowing competitors to the existing ferry services really an issue considering almost all of the previous companies that have tried to introduce new routes and ferry services to the island have failed. 2. I do believe that lowering fares during peak times and reducing services throughout the winter months would be a good move as I have personally been on the fast ferry during the winter months with just several other passengers. It is no surprise fare's for the fast ferry's are huge when taking into account they have to run these ferry's mostly at a loss throughout the winter Although the conventional ferry service should be continuous throughout the year and reduced fast ferry service arrival and departure time's should be carefully looked at as to make it more convenient for passengers. 3. I'm sure lowering fare's would also bring more tourists to the island as a more attractive ticket price would surely make it a more attractive holiday destination for short breaks from the mainland & France.</p>
19	Jersey	<p>Stand by fares (which used to exist with airlines) would be a good idea so if, on the spur of the moment, you wanted to go to France, you could do so without paying the maximum fare. When a boat is running with spare capacity any fare is better than none. Once the idea caught on it could become quite popular.</p>
20	Jersey	<ol style="list-style-type: none"> 1. I confirm from my experience that the service and capacity has improved, but I am told that the Northern route travellers would benefit further by having some of the vessels re-scheduled to provide a direct route from each island to the UK, thereby minimising passenger travel time from each Island. 2. There is no mention of the option of beneficial discount to Islanders, similar to that available on the Isle of Wight routes, where a 5% discount is available to their local residents. I appreciate that the local travelling public have a Frequent Traveller facility, but this does not compare with some of the prices that the travelling public from the UK are able to enjoy. Other local discounts generally are designed to fill up the vessels on the less attractive times and days, but for many travellers these options are not convenient or otherwise available to them. 3. In question 5 in the Green Paper, this indicates a threat by the way it is worded, that if a respondent answers in the affirmative i.e. in favour of new legislation and an independent regulator, it will then cost an estimated £250,000 per annum to undertake. It is interesting to note that a recent comment made on the local news from the retiring Head of the Guernsey Electricity Company, questioned the cost benefit analysis of their equivalent of the JCRA. I too agree to question what cost benefit analysis the Island would gain, as I am sure apart from price controls administered outside Government, the Economic Development Department and Condor could work out an acceptable agreement for local residents as is available in the Isle of Wight, and I understand that Condor owns one of the local ferry companies servicing the Isle of Wight. The UK and Continental passengers appear already to have a price structure that supports the tourist industry, but which generally speaking is not available to local residents. 4. I question whether the Southern route has sufficient capacity as in recent weeks I am told, passengers have been experiencing difficulties, especially at week ends, even as foot passengers, to travel on the specific ferry that they require. If this is the case, if Condor wishes to maintain a monopoly, then they may have to consider retaining Condor 10 for the Southern route, if alternative competition is not to be considered. Such competition may also encourage the reduction in the price structure by use of efficiency savings on current operational practices. 5. Recently it appears that Condor's policy of using the new Condor Rapide Ferry to support their Northern Route Operation through the break down of their other vessels at the expense of a regular on time scheduling on the Southern Route. Thereby inconveniencing the travelling public on the Southern Route to a second class service of experiencing 1 - 3 hour delays. 6. Previous competition, namely Emeraude Ferries and HD Ferries showed that the current operator did significantly reduce its fares,

		<p>and if there is still a desire to maintain a monopoly, then I see no reason why the local Jersey travelling public should not have the same opportunity as the residents of the Isle of Wight in benefiting from a competitive price and at the same time benefiting from an all year round service. If Government have to show their efficiency savings in order to achieve an acceptable standard of service to the community that it serves, then I see no reason why that if an operating company wants to retain a monopoly then it too should provide the same quality improvements at a price structure that already services other small islands within this hemisphere.</p> <p>7. To conclude, this survey process in my opinion has gone on far too long and all the time that the two Islands are engaged in this extended consultation, especially in these difficult financial times, it is only the travelling public that are suffering.</p>
21	Jersey	I feel the customer has been priced out of the market with an overall negative effect to the user and the operator. After HD ferries left the numbers of passengers to France has dropped dramatically which I feel is directly related to cost (I have used the ferry half as often as last year due to the cost). This obviously has a knock on effect to the economy with less tourists and with this a reduction in the amount the tourists bring to the economy. As a tax payer I would like to see competition and winter subsidies.
22	Jersey	I think that the current cost of travel to France compares favourably to the cost of ten years ago. In my opinion the current level of service provided is superior to that of ten years ago. Whilst I feel that fares were lower when HDF were operating the French route in competition with Condor I do not feel that the level of reliability / service achieved by HDF was adequate in particular I felt that the choice of vessel was not fit for purpose as far as local waters are concerned. The ability to introduce competition onto CI routes would be an advantage to protect against unjustifiable rises in fares. Low season traffic is not sufficient to support more than one service provider. Condor has made significant investment into the CI routes and for as long as they are able to provide safe year round service on fast reliable sea worthy and comfortable vessels at a reasonable cost then they should be allowed to operate our routes on a relatively exclusive basis.
23	Jersey	The level of service provided to the island is good however jersey port seems overwhelmed on busy sailings with a dated feel to the building despite the recent modernisation. There also seems to be a lack of incentive to have a vessel based at jersey providing early morning services over to the mainland that might compete with airlines.
24	Jersey	There are quite often price differentials on a give route depending on whether you are leaving the Islands or coming to them, the price should be the same . School holiday pricing often sees a 50-60% increase in fares the pricing structure should be more balanced. There was much better pricing when there was competition on the Southern route. I would have thought that increasing the capacity on the southern route would have helped to keep fares down but alas no it has not.
25	Jersey	Not about the finance aspect of it. What I do care about (and I hope you would too) is the ability to get off the island. In that respect I sense that the French services are not run to the benefit of islanders. The service to UK is pretty reasonable (after all, the Clipper runs six nights a week), but getting to France between about November and March is very difficult and inconvenient. Even the high season summer services are not as convenient as they could be, given that the timing of the first boat from Jersey means that you are unlikely to clear the port before noon French time (I have recent experience), and the recent changes mean that the ability to connect reliably to the direct TGV to Paris has been lost.

26	Jersey	Prices were competitive when there were 2 operators on the French route. We used to travel over to France about 6 or 7 times a year for weekends. The prices now are prohibitive and we have not gone since Emeraude left the route. On the England route I cannot understand why UK residents travelling to Jersey can get much cheaper fares through travel agents which also include hotels than Jersey residents just taking their cars to the UK.
27	Jersey	1) It seems obvious to me that there is insufficient volume of traffic/revenue to make competition viable and sustainable 2) More detailed analysis of fares would be very useful, e.g. averages. The highest and lowest figures are, on their own, meaningless. 3) Macquarie are one of the largest infrastructure operators, deploying institutional capital (not their own), generating meaningful management fees for them. MEIF2, which owns Condor has nearly Euros 5bn of capital. For MEIF2 to acquire a relatively small business such as Condor would suggest to me an above average rate of return, otherwise there is little point in deploying the capital. Have you examined what rates of return MEIF2 is reporting to investors for its investment in Condor? If the information is only available to investors in MEIF2, a minimal holding from the States Employees Pension Fund should suffice - and at least we benefit indirectly from the profits. 4) Is there any way of reducing costs e.g. making loading/unloading quicker and more efficient? It cannot make sense that vehicles coming off the boat have to queue for customs/immigration across the line of vehicles waiting to board. Can we not find a way to get everyone off quickly into a holding area, so that the outgoing vehicles can board without hindrance?
28	Jersey	Condor should not be the only car / passenger service for the Island. We need competition. The public need to have a choice and not be held to ransom, which is currently happening with Condor. Their level of service does not justify their pricing.
29	Jersey	Fares are too high compared to other routes in Europe. Condor exploits its position and profiteers on the backs of local people and tourists. No wonder our tourist numbers are still low. Its fare structure is old fashioned and restrictive. Its onboard food and beverage prices are shocking. Duty free prices are also not as good as they should be. The best thing that can be said about them is their vessels are clean, modern and generally reliable. However, their punctuality could be better.
30	Jersey	The fare structure should be more flexible and the Islands authorities should take into account the level of profit made by an operator, as shown in their audited accounts and the service level agreement should reflect this by increasing the standard required by the operators license.
31	Jersey	I don't believe I should be charged { £30.00 } for taking my dog to France seeing as she stays in the car for the hour and a quarter journey. Basically this is just another add on charge for the ferry operators benefit. Fares should be lower to justify a weekend break.{How about bargain breaks?}To and from France which would bring in more tourism for Jersey. We travel on Condor simply because we have no other choice and I am fed up being 'ripped' off. The sooner there is more competition the better. For the time it takes to get to France, who cares about levels of service? Cheaper fares are what we need.
32	Jersey	Last year, I did a survey of charges per sea mile made by ferry operators around the British Isles. The survey was based on a car and two people on the same date of travel. Condor was seen to be charging over £3 per mile, which was far in excess of any other company. The cheapest charge was between £1 and £2. Most operators offered special deals such as a car with between 4 and nine passengers at very low cost at certain times of the year. It is also noticeable that fares were dearer from Jersey to the mainland than from the UK to Jersey. It would seem we, as a captive audience, are being "ripped off" by a monopoly.

33	Jersey	I think the States should learn from their mistakes in the past in both sea and air transport. HD Ferries were a disaster which probably did damage to Condor Ferries as well as themselves. The approach to air transport has been terrible: wasted millions of taxpayers money on subsidies to BMI and easyJet which didn't result in sustainable services; competition on the Brittany routes which has resulted in no services at all and a recently developed monstrosity of an airport (the departure hall of which was a lovely open space) which will not substantially increase revenue due to landside visitors having no proper retail opportunities.
34	Jersey	over priced, late running, diabolical food, security is a joke, fares not transparent on the web, web page doesn't work, no apologies when 5 hours late recently, no text messages sent to inform passengers of a 5 hour delay, not even a free cup of tea! Staff smoking whilst on duty, ferry always cold, food always cold, check-in procedure too slow with a vehicle. Foot passenger prices a lot cheaper on a bucket website. Winter time-table has shown that condor has taken off the busiest ferry i.e. 6pm Friday ferry, how do workers get home on a Friday? Altogether a very unsatisfactory service. Condor needs competition...a great big orange ferry with easy boat on it!
35	Jersey	Although Condor provides a very good service to the Islands if there was fair competition on all routes I think this would make fares to UK cheaper from the Islands It would give you a better chance of taking more than a single trip once a year as at present. A one week break to UK from Jersey can be up to £500 that's without hotels and travel costs, a more realistic fare would give people on lower income a chance to take more than one trip per year or in my case every TWO years.
36	Jersey	There is no service on Condor, the prices are very high and the times are short. If you want to do a shopping day trip the times are so short as the boat does not arrive until 11.00am so you only get approx 4 hours if the boat is delayed then your time can be as little as 2 hours. When HD was operating we booked a trip to France every month for the entire time HD operated in Jersey, the day was longer and fares cheaper they started of at £50 for a car and 2 people I think the most we paid was £90 for a trip. Now condor are so expensive since HD have gone we have only had 2 trips to France to date. If you go on to Condors website you can pay £300 for a day trip. It is greed Condor made HD's life difficult just for greed to get rid of them. My Friend in France or in the UK Condor trips are much much cheaper then we Islanders pay how do they justify that?? From France to Jersey day return is euro85. Our states members are useless they do nothing.
37	Jersey	The service operated by condor is disorganised and needs reviewing. The boats from Jersey are frequently late departing and, as the times they operate are for the convenience of the UK travellers, this often results in the traveller arriving in the UK in the early hours of the morning, at this time the driver is tired and there is no chance of using public transport as it has all finished for the night . Several times recently when I have travelled to the UK all 3 boats have been leaving at the same time, 1 for Weymouth,1 for Poole and 1 for Portsmouth making it chaotic at the harbour so all boats left late, yet there were no boats earlier in the day or even the following day, who can find that kind of scheduling useful?
38	Jersey	Only that from recent experience Condor do not respond to communication and that is totally unsatisfactory.

39	Jersey	THE CURRENT FERRY SERVICE IS VERY GOOD INDEED WITH A HIGH LEVEL OF FARE OPTIONS AND MOST IMPORTANTLY MAINTAINED THROUGH THE WINTER. WHILE IT MAY BE VERY ALL WELL AND GOOD (POLITACALLY CORRECT) TO ENCOURAGE COMPETITION, HISTORY HAS RECENTLY SHOWN THAT OUR FERRY TRAFFIC APPARENTLY CANNOT SUPPORT TWO OPERATORS OVER THE WHOLE YEAR. IF COMPETITION IS TO BE ENCOURAGED IT NO GUARANTEE OF LOWER FARES AND MAY WELL DRIVE ALL OPERATORS TO ABANDON THE SERVICE ALTOGETHER AS BEING UNECONOMIC. THIS WOULD CERTAINLY LEAVE THE JERSEY GOVERNMENT WITH A MAJOR PROBLEM!
40	Jersey	1. UK Route - It would be a good thing if a conventional passenger ferry could also run overnight from the UK to the Islands. This would also provide a "back-up" for passengers when the existing ferry is out of service. 2. UK Route - It is of concern that following the recent "Clipper" fire it has transpired the only exit for passengers is via the vehicle decks, and any new contracts should ensure that passengers can embark and disembark to and from the quayside without the need to enter the vehicle areas. 3. French Route - An improved RoRo freight service would be an advantage but its economic viability will have to be assessed. It could take the form of an overnight through service from the UK calling on alternate days to Jersey and Guernsey. If for example it called at Guernsey on the outward trip then possibly on the day return it would be via Jersey.
41	Jersey	I find it annoying that from the UK and France are cheaper than we can get from Jersey.
42	Jersey	If the States have an 'interest' in Condor how can they 'fair' to other potential operators?
43	Jersey	1) At present there is no reasonable opportunity for islanders and visitors to 'Day Trip' to France or the UK, especially at weekends. 2) Booking travel at present is a lottery, it depends which way you book. This has been particularly frustrating for motorcycles, consistency must be a priority! 3) If this is (as we keep getting told) an Island service, why are the lower fares and offers that the mainland's get, not available to us!
44	Jersey	The prices that Condor charge are astronomical, £48 for a return as a foot passenger to France and over £200 if you are taking a car. There also needs to be competition on the UK Route £300 - £500 to take a car to the mainland is ridicules. I understand that the ferry operator needs to make a profit, but without competition or regulation Islanders are being ripped off (just look at the increases Condor made, when HD pulled out). I don't understand why the States have also not looked into the fact that someone coming from the UK or France pays considerably less than Islanders starting their journey in Jersey or Guernsey.
45	Jersey	I think ferry schedules and winter services should be decided upon in conjunction with a comparison with available air services. If flights are going to continue to be cut and airfares increase (since there are few genuinely low-cost options to fly these days) I think ferry provision should be increased and made cheaper as an alternative to flying - a more environmentally friendly one I presume too.

46	Jersey	Clearly this is a complicated area needing expert opinion and experience to ensure the best options for Jersey and more importantly for the consumer. As the latter I can only comment that ferry travel to the UK and France appears very expensive compared to UK - France travel from Dover etc, although I except competition on these routes is far greater. If this is indeed the case then further competition on the Jersey routes MUST be encouraged and supported. As a couple with 3 children a return trip to France or the UK costs over £500 and this feels simply too much. The arrival of HD Ferries bought true competition and a reduction in cost to the customer and it was most unfortunate this was not able to be sustained, whether it be due to cost or lack of reliability. It is my understanding that additional airlines and routes have been in some way subsidised and this may be something that can guarantee instead from other ferry providers.
47	Jersey	We have a property in France and visit regularly, however since the 2nd ferry company ceased operating, we have been going far less often due to the high prices charged by the current ferry company. I hope that fares get lower in the future.
48	Jersey	I consider that the existing operator has demonstrated commitment to and investment in the route and whilst competition is welcome (in fact it exists in the form of Fly drive options with air travel (some of which obtain assistance from the government indirectly as a result of airport/airline subsidies)) it must be on a level playing field unlike with HD which were allowed to fail to supply the winter service to which thy has committed. There are significant benefits to having mutual support and an integrated set of routes. With respect to the southern route insufficient emphasis was made on the costs of running this service in particular to the high port charges particularly in Jersey but also in St Malo which are not route dependent and are therefore proportionately higher on the shorter route, I feel that Condor should itemise this to show how expensive it is to operate into Jersey (and St Malo)as opposed to the UK terminal ports. It is appreciated that Jersey Port includes functions within Jersey Coastguard which are essential but which are funded by the MCGA in the UK through central funding. It is of concern that in the interests of efficiency and cost savings there may be a move to turn harbours and airport into a single trading entity and I fear use harbour dues and ancillary (security) charges to help subsidise the airport and airlines at the expense of marine transport. Any move to increase regulatory costs may well result in increased not reduced fares, We have a good service and the existing control system should remain. Please do not do anything to make Condor's new owners reconsider long term investment plans which will benefit everyone. Condor remains a C.I company albeit under the ownership of a multinational infrastructure fund with long term priorities.
49	Jersey	I feel the fares we pay are very high & we are not receiving the service levels due to unreliability of the ships on the routes we were on the inaugural trip to France on the Rapide & were delayed for an hour due to technical problems. We had friends on the same boat a couple of days later and they were delayed at the harbour for 3 hours. Surely there should be penalties in place for this type of service
50	Jersey	As a single female traveller, I expect to be able to book an overnight cabin in the winter, for both comfort and security. The cost of a cabin to the UK is the same whether it is for one person or a family of four - this does not seem equitable and is off putting. Journeys I would prefer to undertake to Portsmouth by sea overnight for personal reasons including reducing my carbon footprint have inevitably had to be flights to Southampton. The Ferry to France is efficient and usually runs to time, but it is expensive and it would be good to get competition back
51	Jersey	Fares are to costly. Why is it cheaper to come from the UK? Local people are being help to ransom. This must stop. we should be allowed to access the same fares and offers made to UK main land residents

52	Jersey	Here is a typical example of the faults of Condor's current monopoly. Last Saturday my wife and I turned up for our pre-booked Guernsey day trip . We were greeted with a 90 minute departure delay but due to our busy life we agreed to go on the trip anyway. It was only when the outward journey was booked that we were told the return journey (around 7 pm) was cancelled and we had to return at 5.30pm. Due to delays on the ferry we spent over 4 hours on the boats and 2 and a half hours in Guernsey! The 'I can only apologise that you weren't phoned' was particularly hollow when we met 4 other people (friends) told the same tale and a couple who were told that there was no return from there holiday back to Weymouth on the Saturday or the Sunday. Shades of history when the condor service was so bad it got a mention on radio 4's PM programme!
53	Jersey	I am happy with Condor's fares but their service is appalling. Boats are forever late and they do not keep passengers informed. If anything they keep them misinformed. The state of the new Rapide boat is a disgrace !!
54	Jersey	I use ferry services frequently and particularly would like the overnight facility to extend to being able to get an overnight ferry back from UK to jersey as well as the present service overnight from Jersey to Portsmouth
55	Jersey	It would be good if we could all separately complain about, - no early sailings from Jersey to France (so day trippers arrive in France late morning) - no evening boat back to Jersey from the UK on a Sunday (so weekend trips to UK are not possible) - Prices that are completely out of proportion with the service (£500+ for a car and 2 people return to UK) - treating motorcycle riders as second class citizens when it comes to booking, and no special offers for motorcyclists.
56	Jersey	Its not merely the fact that there is a service provided the nature and character of the timetables need to be addressed. For example this coming winter is appears to be the intention of Condor to have a Friday departure at 3pm. This timing can not be said to be serving the best interests of the population of jersey a significant number (myself Included) use the Friday evening boat to access family and home in Brittany. A 3pm departure will not allow the working population to access Brittany before a sailing on Saturday morning. This is neither satisfactory nor practical given that the Sunday night sailing is also scheduled to be early . That results in a very short weekend.
57	Jersey	Yes. I was not resident here at the time of the last tendering but knew of the process. I could not understand how the government here allowed the successful bidder to operate a lop-sided service to Portsmouth where one can only travel overnight one way! An overnight service is so efficient for travellers as it is "down time" anyway, giving everyone a full day at either destination. The next tender must include the provision of a night passenger service from Portsmouth to the Channel Islands. Also, the scheduled late arrival times of the fast craft into the UK are not acceptable either, who wants to arrive in Weymouth at gone midnight faced with a long drive? Special arrangements have to be made with B&Bs to check-in(not all will take guests that late) this increases costs and delay to the journey. We should have a daily overnight passenger service both ways.
58	Alderney	Again, Alderney again seems to be the forgotten Channel Island. Could some service include our island perhaps on a weekly basis and could there please be some consultation with the Alderney Chamber (now with 125 members representing just over 500 working people), PO Box 74, Alderney, - and the States of Alderney. We are pretty well 100% dependent on flying. Thank you for reading this. Andrew Eggleston, President of the Alderney Chamber of Commerce.
59	Alderney	It is called Channel Island Ferry Service but Alderney is never included.

60	Alderney	Currently there is no service provision to Alderney. This needs to be addressed with a minimum of a weekly ferry service.
61	Portugal	I think the licence should be maintained with Condor Ferries, they are doing a excellent job. The back-up vessel Commodore Clipper cost a lot of money to maintain, sometimes there is almost no passengers , but they have to pay the crew all round year. Other small companies only come here in summer when there is good weather and a lot of travellers, to make profit, what about in winter time? No services, and no back-ups and Condor is always there, with passengers or without. Of course there is always unhappy passengers, even on five stars hotels.
62	UK	The Current operator has the service covered well, and supplies a good service all year round, whatever the weather.
63	UK	The service provided by Condor Express during my latest visit to Jersey (4 Aug'10 to Jersey & 18 Aug 10 to Weymouth) was good, especially the sailing from Jersey to Weymouth. I would question some of the organisation and efficiency at Weymouth but the quality and understanding by the team organising the loading of the ferry in Jersey was excellent. All in all a good experience. If I had to find fault it would be that I regard the fare / cost as a little high compared to other cross channel ferry sailings. Could / should the States share some of the operating costs in an attempt to increase visitor numbers? Although I did vote for a continuation of limited competition in the survey it would be unfair and unrealistic to expect Condor to operate throughout the year while a competitor only operated during the summer months, that wouldn't be competition.
64	UK	Condor Ferries is an essential link between the Channel Islands, UK and France and does a very good job of maintaining this link despite a challenging economic climate. They have proven their commitment to the services by the introduction of the new vessel Condor Rapide. This mass of expenditure proves that they are willing to give that bit extra to help residents, businesses and tourists receive the best possible service. There have been a lot of moans and groans regarding the Fuel surcharges in recent history but as ever there are reasons for this, they run much higher power engines than most ferry tour operators for the high speed craft on the routes hence a slightly higher fuel surcharge, not to mention the more expensive fuel which is needed to start with. The plus side of this however means that a ferry trip is not as it used to be - slow and tedious in that you can get across from Poole to Guernsey for instance in under 3 hours. Not often enough are Condor shown appreciation for the crucial link in Island life which they provide, this was made very apparent during the Volcanic Ash Cloud fiasco earlier in the year which saw many of Europe's airports grounded, Condor reacted to this by putting on even more services to make sure that they could help the stranded airline passengers as well as making sure their own passengers got to where they needed to be with minimal disruption. Condor Ferries has seen off plenty of competition over the years and would think nothing of turning another potential challenger into dust as, most simply would not cope with the huge demand of which they wouldn't realise until they actually get there and couldn't manage. In conclusion putting higher costs in place to maintain the service which is already being worked very well would be a bit of a kick in the face for Condor and completely unjustifiable. A few gratuitous opinions of the Island residents can surely be dismissed until a real problem occurs.
65	UK	I is heartening to see the Ferry services looked at as a combined service for both Jersey and Guernsey - neither island is big enough to have its own stand alone service. A regulated single operator allows for the long term investment required when operating ships that have a commercial life 20-30 years with the regulator controlling any monopolistic behaviour. Condor did not hike its prices at all during the volcanic ash issue earlier in 2010 whilst the market based "competitive" Dover straight services saw rate increases of 300% and more.

66	UK	In the main I think Condor/Commodore have provided a decent service for islanders for the past 50 years. In my opinion the only way forward is to grant them (... or a competitor if one could be found to offer a better service that could be sustained for longer than one summer season) a monopoly, but with a fair and mutually acceptable service agreement in place. Guernsey and Jersey should appoint one regulator to share the cost of regulation and monitoring of service levels. Given the security of a monopoly I suspect Condor would prefer the prospect of receiving a hefty fine for persistently breaching service levels rather than see its profits diminish yet again by the introduction of competition like "HD Ferries" or "Emeraude". At least they would be in charge of their own destiny. Without a doubt the Wave piercer is a great way to travel, providing conditions are reasonably calm. However, even reasonably agile people can find walking around the ship rather challenging, particularly when it is rough when collecting a cup of hot coffee can often be a physical impossibility. Perhaps the operator should offer an attendant service for drinks and snacks similar to that offered by most airlines. Personally I prefer the overnight conventional ferry service from Guernsey to the UK, even though it goes via Jersey and have often wondered why Condor never went for two conventional ships and two wave piercers.
67	France	A delicate balance must be maintained between service levels and costs to the operator. Competition will not be attracted to an operation in which profits are negligible. Passengers and employees could both be losers.
68	France	As a very regular user of the ferry services between Jersey and France for the last 10 years I have found a vast drop in options and rise in prices since Emeraude ceased operating. Emeraude were perfectly pitched at the users who frequent the Jersey/France route which Condor sadly aren't. Why cant we have a small operate to handle this route again, leaving the UK/Guernsey route to Condor.
69	France	Condor Ferries are operating a year round service which is helpful for islanders and people from France willing to make business is the islands . Condor crews are really given a lot of themselves when ships break up , working extra hours without getting extra pay so I assume they should be awarded with a special treatment .
70	France	I have used Condor for many years each weekend. Their attitude to customers is very poor. Ferries hardly ever run to schedule. Apologies are few and far between. Prices are high. The worst blow has come recently from their new winter 2010/2011 timetable where they have decided to run a Friday ferry to France at 3pm or even earlier. This, in my opinion, is no service whatsoever for those who use the route regularly on a Friday. I have travelled with Corsair as much as possible over the summer and what a difference. Above all, this company know how to treat customers and it is a joy to travel with them. Condor could learn a lot!
71	France	The service currently operated by Condor is unfair. It is cheaper to go France to England than France to Jersey How can that be?? The answer is competition on the France England route the consumer has lots of options either St Malo / Rocco with Brittany Ferries or then there is the Le Havre route. To Jersey there is only Condor that offer a car service therefore WE pay for the subsidy they offer the England route Just because we have connections to Jersey doesn't mean we have a bottomless pocket regards to money.
72	Guernsey	Ferry Companies have fixed costs, crew wages, fuel, Harbour Charges. Low ticket prices do not cover costs Ferry Co goes bust. How many times have we seen that. The OUR are just a bunch of pen pushers justifying their salary.

73	Guernsey	Guernsey operate an open port so it does not mean a thing on licences. How much is Jersey owed by Emeraude when they pulled out. This is competition for you. It is only the Jersey people who complained when thing went bust, Jersey get the most French trips any way, You try and get a day trip to France from Guernsey. Regulators, how much does that cost, look what they have done to Gsy Post, sent them to court against their own government, can that be right.
74	Guernsey	Condor is far too expensive! Usually it is late. Problems with engines n fast cat's. Cancellations during bad weather. They provide a bad service and should not be allowed to continue to operate. The islands need a fast mono hull ship that can carry on working during bad weather and fast cats during the good weather. The Condor staff tend to be rude and really don't care about the passengers. Many of them can't speak English these days!
75	Guernsey	Condor service has become more expensive, less convenient, and discriminates against travellers from the Channel Islands with its current fare structure. What a pity the States didn't choose P & O, but we all know that the license will be awarded to Condor again in spite of islander's wishes to the contrary
76	Guernsey	Fare pricing can differ by a large margin if using a travel agent and by that level Condor are over charging. The States have to ask the right questions.
77	Guernsey	Ferry timetables from Guernsey need to be overhauled, we receive very poor timetabling compared to Jersey. If you want to France for the weekend from Guernsey and enjoy a full weekend in France you have to take Friday and Monday off work. In Jersey there is a boat early Saturday morning and a return ferry late Sunday night. Day trips to Jersey, especially on a Sunday are also very poorly scheduled. To spend a day in Jersey often means travelling the day before, Sunday boats back to Guernsey can be well timed but often the boat back is early or mid afternoon and you have to wait until late on Monday to return. The way I view it is that the ferry timetable should be set up so that day trippers can go from Guernsey to Jersey or France. I see little need for a day trip service from Jersey to Guernsey. Guernsey has little to offer Jersey people in terms of day trip requirements; France has more to offer Jersey residents. A requirement to meet timetabled timings should also be introduced somewhere in the review. Condor are hardly ever on time. It may seem a bit harsh but a 20 minute or hour delay waiting for the return ferry to Guernsey may not seem much, but when you have been waiting in the holding area for an hour before hand and you have been kicking your heels in Jersey/France all day (because of the poor timetable and taking another day off work) just waiting to get home these delays become a problem. Clarity needs to be introduced into the fare structure. The "airline style pricing" is a myth. You book early and the price on line remains the same for months. The pricing policy needs to be far more transparent and published properly. The variable pricing does not work and puts customers off. Last minute prices should be cheaper not more expensive. The fuel levy should be abolished. The Channel Islanders should be allowed cheaper prices than tourists, it is an essential form of transport for Channel Islanders. The fact that UK residents can buy a cheaper ferry ticket to France than Channel Islanders can, should be stopped. It is unfair, unjustifiable and an abuse of the monopoly.
78	Guernsey	Have used Condor to and from France every year but am very disappointed with the introduction of the Rapide as the midweek Gsy St Malo Service have been slashed reduced resulting in having to travel when we don't want to. Condor just cancelled our sailing in mid August and rebooked at an unsuitable time with no choice. Having booked our ferry in Nov 2009 Condor should not be able just to change without notifying the customer before doing so. My onward travel plans have now been severely disrupted causing me additional expense. Any service level agreement should not allow such cancellation without giving any reason

79	Guernsey	I am against the option of another competitor as there will be price war and service level will suffer and who suffers we who use the vessels, I want the existing carrier "Condor Ferries" as they do look after there passengers and the islanders. I would like to have Condor ferries to operate as carrier between Channel Island, France & UK.
80	Guernsey	I feel the Guernsey/France fare is good value and the service is ok. The Guernsey/UK sector is vastly overpriced and the timings of the services are not user friendly. The evening sector to Poole always,(and I mean always) runs late as the timetable does not take into account the time taken to load a full boat. This is galling as it means that the ferry invariably arrives in Poole after midnight. As a consequence of this ridiculous arrival time into Poole the cost of overnight accommodation has to be added to the cost of the trip. Likewise, the return journey leaves the UK early in the morning often necessitating another wasted overnight stay.
81	Guernsey	I find the fares very very high. For example, I needed to travel to the UK in march, it would have worked out cheaper to fly to and from the island twice and still saved money on my ferry ticket. The food available on board is also highly priced and of a poor quality. I feel more competition in this arena would force Condor to up their standards, and offer better value for money for the consumer as a whole.
82	Guernsey	It is not acceptable that UK residents can travel from the UK to France cheaper than we can travel from Guernsey to France.
83	Guernsey	The current operator basically operates a fragmented service (from three different UK ports which doesn't provide a back up service by any sensible definition of the word) with a timetable based around providing cheap day trips on foot from the UK rather than operating a genuine ferry service based on the needs and aspirations of the Channel Islanders, tourists or commerce. The speed advantage of using fast craft which are inherently unsuitable for the Western Approaches much of the year is squandered by poor timetabling which would deter all but the most determined traveller (other than the cheap day tripper). The service would be much more sensibly provided by two suitably sized conventional ferries (not Ro Pax vessels) one operating overnight to the UK and one operating overnight to the islands (with return legs during the day). This could be supplemented by chartered fast craft during peak season. The current arrangements are heavily biased against Channel Islanders both from a timetable and fare structure point of view. For example the best weekend away possible (and then only in the summer months is an overnight out on a Friday on a freight vessel leaving the UK again at lunchtime on a Sunday. All that is offered by Condor are endless not very attractive offers for short (very short) breaks rather than reasonably priced period returns from the islands. This is in addition to offering islanders the insulting opportunity for anyone other than themselves to travel cheaply (bring your relatives over here but don't go and visit them). Even the catering on the Clipper is substandard - from Guernsey you have to eat as soon as you get on or wait until all the Jersey passengers are embarked around 9:30 pm.
84	Guernsey	The late departures from Guernsey and early morning arrivals in Weymouth are deterring my guests from booking on the boat. Not enough day sailings in and out of Poole. Guests booking through tour operators request Poole and end up being allocated Weymouth or late sailings which upsets them.

85	Guernsey	The reduced service during winter months and unpredictable weather conditions drastically restricts the movement between France and the Channel Islands at these times. Whilst I understand that the bulk of travel takes place during the holiday/summer season, there are still a large number of people living and working in the Channel Islands, like myself, who have their families living in France or indeed second homes. The loss of the flights to St Brieuc Airport has forced many of us to use the boat and we rely heavily on it especially during winter when most flights to Dinard are fully booked in well in advance and therefore not an option. I think it would possibly be prudent to introduce another service operator so as to keep competition keen. Also the reintroduction of flights to other French Airports would be of considerable benefit seeing as the boats seem to struggle, due to inclement weather conditions, during the winter months.
86	Guernsey	There have been many past dalliances with competition and all have failed. The inevitable conclusion is that the market can only support one operator if decent service levels are to be maintained. The suggestion of regulating the operator is nonsense and will only lead to higher fares, even if we find an operator willing to continue the service under such conditions. It isn't broke, don't try and fix it.
87	Guernsey	Under no circumstances should we consider introducing a regulatory regime, even at the "bargain" price of £250,000. We will soon be up to our ears in regulators when most of what is regulated operates perfectly satisfactorily without such regulation.
88	Guernsey	We are a tourist island and during peak months should make it as easy as possible for visitors to get here and keep the fares at a sensible level. Also feed back from my visitors this summer is that they would have liked to have had the possibility of doing a day trip to France out in the morning back in the evening (direct). At present this is not possible with the ferry time table and would mean them having to spend a night over in France in order to get a full day.
89	Guernsey	we are well served at the moment, however, consultation with the current ferry companies should be ongoing, with all interested parties working together to improve services where possible
90	Guernsey	Whilst no private monopoly should be allowed to operate without some minimum standards, I would object most strongly to regulation of Condor who provide some very good offers on a frequent basis which is not the behaviour of a firm that abuses its market position unlike some other monopolies and cartels in Guernsey which do need to be addressed urgently. In terms of service levels I understand that the Commodore Clipper (prior to the fire which it would seem was not Condor's fault) had not missed one sailing since it was brought into service, a reliability rating which speaks for itself. Like most islanders, I strongly believe that regulation of the utilities and post in Guernsey has been a disaster with totally unnecessary costs being incurred without really saving customers money. However you may recall that after Guernsey Electricity had lost about £5 million as a result of a poor investment decision in 1991, a new board lead by the late Bill Bell was appointed with the result that prices did not rise for 10 years and in fact reduced with the introduction of Economy 12 so we don't need a regulator which can be expensive and wrongly incentivise business at times- it just needs the right person with a good business understanding within the relevant department overseeing it. That will keep prices and service in check without an unjustified further expense which is disproportionate to such a small market like the Channel Islands.
91	Guernsey	Why not let the market decide on the level of competition and why does there need to be any form of regulation? Surely if the prices are too high people will vote with their feet. The schedule of sailings currently operated by Condor isn't as good as it was in relation to getting off Guernsey but in the summer 4 ferries going to 5 ports (including Jersey) isn't bad.

92	Guernsey	Working in the tourist industry I am aware the cost of travel to Guernsey is putting some people off coming to the island.
93	Jersey	As a frequent traveller to France, in particular, it amazes me that Condor can continually get away with operating with engine problems, delays and not bothering to contact travellers in advance when delays were going to occur. At Easter, we had a three hour delay from France to Jersey and were not informed about this until arrival at St Malo. When there was competition on the route it has to be said that HD lines were the better operator in many ways, offering refunds when they were seriously delayed or unable to travel. Complaints put in to Condor are not even acknowledged. Why is it that Condor never makes the headlines like HD did? Personnel at HD were far more helpful and friendly than Condor.
94	Jersey	As it stands Condor ferries have a complete monopoly, they are (and have been for the past 5 years) unreliable, expensive and unconcerned with the welfare of their passengers. I travel about 30 - 40 per year and I meet numerous people who all have the same complaints. When boats are delayed there is no apology, explanation, let alone any kind of financial refund. Boats run at bizarre times (witness their current Winter timetable, Friday travel to France times), during the Winter ferries are so infrequent that it is impossible to get to France on several days of the week. I have had so many bad experiences travelling with Condor that it is hard to know where to begin. During the Summer months I often travel with Corsair who are an absolute revelation; cheaper, always on time and so helpful, alas their boat cannot sail in the Winter months. It is surely time that pressure was brought to bear on Condor to guarantee a level of service that offers some practical use to the island. It is surely not too much to ask that their is at least one sailing per day, nor that the sailing times reflect the needs of islanders and not the expedient reasons that suit Condor far more than the customer. An island needs a regular and reliable ferry operator and the licence holder should be held to account.
95	Jersey	At present the cost to a single pensioner travelling to England with a vehicle pays the same, or sometimes, more than two persons in a vehicle. Two persons, car and accommodation from England is less than the cost to a single traveller to England. There should be incentives for single passengers with a vehicle to travel to England to visit relatives during the week.
96	Jersey	At present the monopoly held by Condor is exploited to the detriment of both local and prospective channel island visitors. The fares applied to this route far outweigh the level of service offered both in respect of the frequency of service and the quality of the vessels used. The States should be actively seeking an additional service provider on these routes and licensing each for a set schedule that ensured the combined schedules satisfied demand and a minimum service was maintained in the lean months. There is little point in the creation of a further toothless competition regulator with its attached expenses when there is already a harbours department that are capable of make the decisions about the use of its own facilities.
97	Jersey	At the moment Condor is supposed to be Jersey's "lifeline" ferry service, but it appears to favour the French market. A day trip Jersey-France gives about 4.5 hours in France, but a France-Jersey daytrip gives about 9 hours in Jersey, for supposedly the same fare.

98	Jersey	<p>Condor ferries run the St Malo route mainly for the French visitor. The boat should be based in Jersey with an early departure and late evening arrival in to the island. When HD ferries operated this happened because this is what the public were after. Condor ferries then changed their times. After HD ferries folded, Condor resumed normal operating times. HD ferries based there ferry in Jersey so why can't Condor. Why is it travellers from the UK can travel to the Channel Islands cheaper than islanders can travel to the UK. A fair of £430 for a car and 1 person overnight return to the UK. 2 people a car 7 nights in a hotel for just £300 from the UK staying in Jersey. This happens quite a lot and the feeling is the islanders are getting a terrible deal from Condor and the states of Jersey are allowing this.</p>
99	Jersey	<p>Condor has a very good service monopoly for fair competition both routes should be awarded to two operators with a minimum service level agreement that is the only way to a difference in quality over quantity the price of a fare from Jersey to UK is far too high you can travel from St Malo car and 4 px with cabin for half of that which Condor sells although some of the offers look good but I have never been able to book on as they do not tell you which service this fare is on I tried every day every sailing for two months and failed each time to get the lowest advertised fare.</p>
100	Jersey	<p>Condor has been serving the islands since 1964 and continues to provide lifeline services which are both flexible and robust. It is able to do so because of the network of routes is linked and is able to supply mutual support (any attempt to split the routes between different operators would reduce efficiency and the potential for provision of back-up services). Condor has been faced with and overcome competition (some of it on unfair terms and only operating seasonally, despite assurances given to the contrary) and welcomes competition on a level playing field. Any tender process that could prevent Condor in future from operating on routes which it has historically served would be manifestly unfair. It is submitted that the current level of regulation works well and the imposition of additional regulatory costs of in excess of £250,000 in the current climate, which would have to be recovered from passengers is unlikely to result in cheaper travel. It is further submitted that the fares which have reduced in real terms significantly in recent years (and in this respect are lower than when Emeraude was a monopoly carrier on the southern route) are reasonable and must be judged in the context of provision of a significant quantity of high speed services (which result in additional costs in return for reduced voyage time) over a relatively long route (which means that a maximum of only two daily rotations on the northern route is possible even in the high season) serving relatively small centres of population and providing a year round service. Such services cannot therefore be compared with short sea services between major centres of population. It should also be noted that Condor's new owners are investing heavily in improving aspects of the service including the provision of the Condor Rapide at significant cost to support the southern route and also to provide increased flexibility in providing contingency for problems on the northern route. Condor's owners are committed to long term investment in service to the islands and should be supported. In summary I feel that Condor</p>
101	Jersey	<p>Condor have improved in terms of customer service and availability of cheaper passenger and car fares to France at weekends now there is more capacity. The special fares are easier to find on the website. They have tried hard to keep people informed during the recent technical problems.</p>

102	Jersey	Condor Operate from 6 ports and thus give the traveller great flexibility. We are a small island after all (often with over inflated ego about our importance!) These port operations cost money. The weather can create huge problems as can ash clouds and condor have shown flexibility in finding extra staff etc when needed. They are committed to running a successful business - all Maritime Businesses are expensive to operate because of Shipping regulations. They want their business to survive and be health with modern vessels etc. Leave them alone, and don't impose expensive regulation. They are the professionals so let them do the job with minimal government intervention.
103	Jersey	Condor whilst being very good most of the time can not justify the charges they make to go to France/ Guernsey or the UK. Why is it that a person living in UK can get a return ferry to jersey for adult and car cheaper than a jersey resident getting a one way ticket to the UK. And why are ferries from UK to France even cheaper?.
104	Jersey	condors fares are putting too many people off visiting the island
105	Jersey	Condor's monopoly is unhealthy. All the services appear to be designed at facilitating bringing people to Jersey, consequently residents lack the convenient ferry timings and reduced fares to leave on leisure or business.
106	Jersey	don't set up more quangos these are a waste of money we already have the JCRA
107	Jersey	Emeraude used to provide an incentive to book early; Condor provide the same expensive prices irrespective on when you book, especially if you do not want to go on a short break.
108	Jersey	Fares are to high for island residents compared what UK residents get charged on the same routes.
109	Jersey	Fares to the UK are inconsistent and very high. Fares are directly proportional to the number of people wishing to travel to Jersey/Guernsey - without tourism we can only expect higher fares. Many scheduled boats leave with few passengers - why should the shipping line fares be regulated? Can they not decide for themselves what their fare levels and capacity should be? The market itself is self governing and should be kept that way. Governments are not there to dictate prices to businesses but to enable business growth, and allow the population to choose. Politicians and regulatory bodies cannot hope to match the speed required to respond to market conditions, businesses have to make a profit to survive and competition is good and healthy and should be encouraged. The best companies, with the best services and the best prices will survive - give the population the right and ability to choose.
110	Jersey	Having just (within the last two days) travelled on Condor I was unimpressed with there level of service. I have a nut allergy and on my outward trip to France the ferry was running two hours behind schedule. I therefore got on board hungry!! When I asked about having croissant, I was told that as they had been bought locally in France there was no guarantee they were nut free. And that this was the first time some one had enquired about this!!! This is not my complaint but the lack of ANTHING else to eat, I felt was terrible. On the return journey (days after the fire on the big Condor or Commodore vessel I was unimpressed at there safety video. It was much too quiet on a busy boat and on screens that were to small.

111	Jersey	Having recently travelled from Southampton to I of W by fast ferry the cost for car and two people on a one hour journey was £79, this is approx. 50% of what Condor charge from Jersey to St Malo and their argument that costs are higher is, in my opinion, nothing more than a smokescreen to hide profitability. Someone in the States needs to take seriously the costs of travel to and from the Islands and ensure that we receive value for money - something we currently do not. As a final comment have recently found out that Condor have dispensed with the executive lounge on the overnight ferry to Portsmouth, when questioned comment was to provide more seating, my comment less facilities yet higher pricing.
112	Jersey	Having two providers on route would provide a level of competition to keep prices down and service options open.
113	Jersey	How can 1 operator charge reduced fares and the other cannot?
114	Jersey	I believe that the times the ferry is run are bad, day trips to France/England can be difficult. I think that the ferry prices are far too expensive. I know this has put many people off jersey. There does seem to be certain times of the year that the ferry times or even it sailing is very unreliable.
115	Jersey	I cannot afford to take my car to France so have to rely on boats that arrive in France in the morning to allow me to take trains to my destination. No evening boat arrives early enough to connect with trains, necessitating someone having to meet the boat by car. It is worth pointing out there are direct trains to and from St. Malo - Paris but no boat arrives in St Malo early enough to make the connection to Paris and on returning to St Malo by train it is necessary to overnight in St Malo before continuing to Jersey. Finally last week I only had the option to travel to France in the morning on Thursday - Sunday.
116	Jersey	I do not see how it is financially practical to have competition on the car ferry. However in return for exclusivity the operator should be regulated as regards fare levels and service. They should also be helped in the winter by the islands in order to maintain service on the routes. There needs to be a daily service to France i.e. out and back morning and night from both Jersey and France as this is not well served by planes either. Any further cuts to the winter schedule would make it nearly non existent. The present winter schedule is very poor with people able to make day trips from France on Thursdays and Saturdays only for some of the winter and for a great part of the October to April months a person can only travel from France on a Monday afternoon (for a period Sunday afternoon) and then return from Jersey on a Thursday night. Jersey and French people pay more than people travelling from the UK which is wrong. Jersey should help the operator if they have to offer a daily winter service by not charging them for use of the harbour on weekdays or even during the winter as remember this brings money into the island by encouraging off season travel. Fares vary and at times are ridiculously high and too much for families. In France the special offers only extend to day trips and there is no special return fare ever. The emphasis is on getting visitors to take breaks staying at Condor partner hotels. Go and try the Condor French website and you will soon see. If the operator has to put boats on during the winter regularly and affordably then the island could also go to town on better marketing. Perhaps the operator and some of our larger shops and restaurants etc. could be encouraged to go in with advertising that would bring people over. Not much happens at the moment! It is also remembered that Condor were lucky to get the ramp licence on the Southern route in the first place, saw off the competition and for the privilege of being the only all year car ferry should have to co-operate with better prices and schedules. The company was well aware of what was entailed with the year round service and back up boats and they wanted it.

117	Jersey	I feel that this questionnaire does not really ask the appropriate questions. I am a traveller on Condor weekly and feel that the service they offer reflects the fact that they are in a "monopoly" situation. Their fares for what is one hour and a quarter between Jersey and France are incredibly high. They very very rarely depart/arrive on time., Their schedule appears to be a guideline, nothing else. The technical problems and disruption to sailings are a weekly occurrence. I definitely feel that if there was another company operating sailings they may need to address their failure on a weekly basis. If it is deemed it is not commercially viable for another company to compete on the route then a realistic fare structure should be looked at and put in place.
118	Jersey	I get the feeling that these questions have been written very carefully with the current operator in mind. The current, Jersey/St Malo trip is a service to the directors & shareholders not to the users, typical of the greedy, money grabbing, rip-off attitude of business people in this Island. Jersey is being held to ransom by the smiling directors of Condor, who would probably do anything to maintain the monopoly, knowing that we have no choice if we want a trip to France and of course we do. A proper ferry service is needed not a money making machine for a few investors. Cover the costs & make a profit ok, but provide a decent usable service at the same time, perhaps with all the money pouring in, that hasn't been thought of! I no-longer bother using the web-site or the Liz harbour office as I get a different answer to availability and bookings, I use the UK number to get the booking, much better, the web-site is a good advert but it is hopeless to use to make bookings, if it actually works, the availability and price changes and doesn't seem to agree with what we get told at the harbour, two different systems no doubt, the UK office seem to be on the ball, build a bloody bridge or dig a tunnel, then we wouldn't have to bother with these jokers. Two smaller companies, running regular trips, regulated by some-one who is not being paid off by them, could not possibly be worse & would probably be much better, bring back Emeraude/another operator and next time don't let the competition/monopoly kick them in the nuts
119	Jersey	I hope that any future service would include an early departure Jersey/ France on Saturdays and an evening Sunday return. an evening return from UK to enable people to use the ferry for weekend visits discounts for early booking
120	Jersey	I note that Condor's satisfaction survey says that CI residents are mostly satisfied with the quality of service provided. It may be that many, like myself, are very far from satisfied with the level of service provided by Condor, but the last thing that we want to do having battled with their website (which is not user friendly) and paid a high price to travel with them (very often subject to delays) is fill out a user satisfaction survey. In the past, when we have written a letter of complaint to Condor, because they 'lost' our booking it has gone unanswered. Their customer service is poor. The standard of their boats is poor. Emeraude Lines was not perfect, but the crew and booking staff were friendly, and it was 100% better than Condor, and Jersey is poorer for no longer having them.
121	Jersey	I think Condor do a good job on balance and that the current system is working reasonably well. I do not see the need for enhanced regulation, particularly given the costs associated with it.
122	Jersey	I think it critical for our island community to have year round links to France and the UK and so reject the current trend for competition 'at any cost' - the actual cost to our Island is too high. That said, I'd welcome a closer look at the profit levels of the current provider. Are they making a reasonable profit or are they fleecing us? Costs do seem high for a family to get to France and back in the summer and certainly deters us from travelling off island for a long week weekend - something we used to do more regularly.

123	Jersey	I travel on business to and from Guernsey in a small panel van. If this van had windows it would be charged at half the price. Due to being panel van it has to go freight. Why? To subsidise other traffic and this penalises the business due to high pricing. If a lounge seat or club class seat is booked it costs the same between the islands as it would have from the UK. Why? It should be at least half the cost especially as club is normally empty on the clipper!! The service has definitely improved over the years.
124	Jersey	I USE THE FERRY TO ENGLAND AT LEAST 4 TIMES A YEAR AS A STUDENT AND AM VERY HAPPY WITH THE PRICE AND SERVICE
125	Jersey	I would like to see ferry services and timetables geared to meet the needs (and pockets) of islanders, rather than being tailored towards how much money Condor can make. When I compare the costs of travelling with Condor to the costs of travelling with an operator like Brittany Ferries, I am astounded. Brittany Ferries travel along our north coast most days on the Portsmouth to Saint Malo route - a service which would cost me £244, as opposed to the £344 quoted by Condor for the shorter route of Jersey to Weymouth (and the Brittany Ferries price includes reclining seats, something which would add to the cost of the Condor fare). I do not see how Condor can justify charging these prices - they do it because they can, as there is no other operator. Also, many of the services offered to the UK do not meet the needs of islanders wishing to make the most of a holiday on the mainland, with late boats out and early boats back (both of which eat into holiday time). Condor run supposed '3 day / 2 night' offers, but the boat out gets into Weymouth at midnight (and that's your first 'day') and the return boat back is usually at 6am (and that's your third 'day'). I would prefer early boats out of the island, and late boats back - then I wouldn't be paying for a room at a Travel Inn that I arrive at midnight and leave the next morning, or worse still paying the ludicrous amount for a cabin on the Clipper (and thank goodness I'm not disabled, as it would cost me an extra £10 for a disabled cabin). The level of service that Condor offers is also poor. I was unfortunate enough to have my morning boat from Weymouth cancelled, yet despite having my mobile number, Condor did not call. When I arrived at check-in (1 hour before), I was told to go to Portsmouth. It was a Friday morning, and was rush hour. I arrived at Portsmouth (along with many other passengers) at 9am to be told that the boat ramp had been raised and that we could not get on. Apparently no-one at Weymouth had bothered to tell the Condor staff at Portsmouth that they had sent everyone down to them. Condor's response? Wait until Sunday and get another boat. I wholeheartedly agree that we should allow other operators to offer the CI / UK / France routes. Maybe then Condor would start working for its customers rather than purely for monetary gain.
126	Jersey	I would like to see Ferry Services to the UK and France which allow locals easy and cheap travel. If this required larger slower boats which can be relied on in most weathers this would be preferable to fast ferries. I would like to be able to just pitch up at the harbour most days and travel out almost on a whim.
127	Jersey	I would not like to see the present level of service particularly in the winter months reduced from the present level.
128	Jersey	If we have one operator then we have control, if you try and bring too many operators to the table then fares rise and everyone starts blaming everyone else for inadequate services. "One operator and tie them up tight in service level agreements"

129	Jersey	In my view the current operator Condor Ferries provides an excellent service, albeit with the occasional delay and sometimes higher fares than you would wish to pay. Their yield management system is no different to airlines and if you plan far enough in advance there are some very low fares. They also provide a regular traveller membership scheme offering reductions, which is a service not provided by airlines. Can I suggest that you do a comparison of fares offered by Emeraude Lines when they were sole operator on the French route and those offered now by Condor Ferries. I recall paying substantially more in the 1990's than what I am paying Condor in 2010! Islands are certainly better off on the French route than previous. Everyone whinges about the fares, but people always will, no one wants to pay more than they have to. The reliability and the investment provided by Condor to the islands has to be commended. It is all about value for money. I know that when I travel with Condor it is in 99% of the time going to operate and I have the satisfaction of knowing they have back up vessels. Introducing competition will only bring lower fares in the short term and will ultimately see a casualty like seen with Emeraude Lines and HD Ferries. I should add that I do not work for Condor, I am a frequent traveller using their service 7 or 8 times a year.
130	Jersey	In question 2 you join service levels to fares but I am happy with service levels but I think the fares are far too high.
131	Jersey	It is SO expensive!! Especially for foot passengers. Do the French pay the same coming here? There always seems to be loads of tourists on a Saturday which is great for Jersey economy but I wonder what they pay for a family?! The recent articles in the JEP about increasing Sunday service from France seem a complete waste of time given that nothing is open in St Helier! As a foot passenger coming over, they are poorly provided for and I can't believe anyone would recommend Sunday trips to Jersey to French friends and family? I wouldn't, and I love Jersey! If we are to encourage them to come, maybe it's time to look at Sunday trading laws? It's not just the French trips, I recently enquired about day trip to Sark for myself, 4 senior citizen visitors (who are flying here, much cheaper) and 2 children and was quoted £195!!!! Luckily I was sitting down, and needless to say I won't be booking - shame
132	Jersey	It should be recognised that there is to a limited effect some competition by way of air travel. In this respect I find Condor are competitive considering cost of air travel & hire car v ferry & car.
133	Jersey	Jersey residents should pay the same fares as those offered to U.K. and European travellers. We should not have to subsidise their operations where they do not have a monopoly. i.e. U.K. and France routes.
134	Jersey	Keeping prices down and a 12 month service is essential.
135	Jersey	No one likes paying what feels like high prices but it is obvious from previous operators trying to run services on the cheap that adequate pricing is necessary to maintain vessels and run year round services. This is evident not just on Channel Island routes but also elsewhere such as Dover.
136	Jersey	No, only to comment that the operation/ demand for the services provided by H D Ferries between Jersey and France demonstrated that competition is healthy and provides wider and more cost effective options for Islanders than is presently available from Condor Ferries, particularly on the Jersey to UK route which is extortionate.
137	Jersey	Questions appear to be biased in favour of current operator!
138	Jersey	The current level of service provided by Condor Ferries to France is clearly below the standard we should accept. The vessel (Rapide) is running on 3 engines and the timetable being operated results in a St Malo arrival of 12.30 am. There should be provision for the regulator to insist that a replacement vessel is found and the engine is repaired.

139	Jersey	The current price of fares is ridiculous and the Condor Service is currently unreliable, something they always criticised HD Ferries for! There should definitely be more than one provider on this service.
140	Jersey	The fares to both France and the UK are far too high and should be reduced we are a family of 6 and it costs us in excess of £350 to travel to France with a car for a trip that takes just over one hour, HD Ferries used to cost us £200.00 which is a big difference. Fares to the UK are even worse!!
141	Jersey	The idea of a bridge between Jersey and France should continue to be explored. Many islands round the world are connected by a bridge to the continent (see l'île de Re in France or Oleron). A paying fee for crossing the bridge is used on Re thus paying for maintenance and reimbursing to local authority which provided the funds for building it. This would force the ferry company to lower their prices and offer a good service and one company would then be enough. I do appreciate the difficulty of building a bridge but it would be a worthwhile expense and a solution to airport/harbour closing due to poor conditions or fog. It would also allow the transport of goods to be more regular as well as any link with France for medical emergencies rather than always relying on the UK with whom we have no more medical agreements than with France at the moment....
142	Jersey	The overnight car ferry to the UK is an excellent way of travelling. It allows the traveller to have a full days work or activity with no loss of time. The return Journey is not available overnight. I believe this facility should be encouraged - as part of a minimum service. I believe it will help to grow traffic and is unlikely to have an impact on ticket pricing. It is environmentally friendly to travel by conventional ferry rather than fast ferries.
143	Jersey	The overnight ferry is a god-send, but would be even better if a similar service could be provided in the opposite direction (i.e. UK-Jersey overnight) as currently the 11 hour trip during the day wipes out a day of annual leave which is not ideal. The conventional ferry is far more reliable and comfortable. Also is it possible to get special offers during the year on this service? Also, why has the French day trips gone up gastronomically in price and the timings are no longer viable for a "day trip"???
144	Jersey	The quality of the vessels which the operators use should be monitored. A good example of this is the current vessel "Rapide". It appears that Condor have provided a substandard vessel with equally sub-standard engines. This was a "new" vessel to the fleet which was meant to offer a better quality of service. The vessel has rarely run on all four engines, sometimes dropping down to two. The interior is tired with some of the gentlemen's toilet facilities being out of action and the trays attached to the chairs often being unusable. I have to say, however, the Condor staff are efficient and polite.
145	Jersey	The service that is currently offered is more than enough considering the small size of population in the islands.

146	Jersey	There should be a 'lastminute.com' availability of seats for foot passengers from Jersey to St. Malo with a minimum for 'getting off the rock' that includes a reasonable return ticket price. Certainly this can apply to 'individual' and 'family' tickets if the operator does not wish to open to 'groups' e.g. 6 or more. The operator should continue to provide connecting service to St Malo TGV at least on Thu/Friday, Saturday & Sunday/Monday from Jersey without Overnight requirement to get early midday TGV and similar for return to Jersey from late 5 pm TGV (not required for last TGV as it is already v late) If available in both directions then in spirit of fairness other yield based pricing should directionally balance - at present even long term booking prices differ depending on your origin.
147	Jersey	We are an island we need fair and open competition in both ferry and freight services at the moment we have none.
148	Jersey	We need a low cost flexible service, but not be held to ransom by a monopoly on any one route
149	Jersey	We need a service in both Routes - question is what is the genuine economically sustainable level? If it is below our island link requirements will the island pay a subsidy? I would favour a low cost run (on both routes) that was less frequent, but absolutely certain to be there. One can then plan for using it, and afford to do so when you do use it. Basically if we cannot sustain daily runs why put them on just to look good - it needs to be set at the AFFORDABLE service frequency.
150	Jersey	We need another UK & French operator to act as an alternative to Condor. This would increase competition and would allow the ferry service to become a more attractive means of travel as opposed to air travel. Also, there needs to be a more regular freight option coming from France. We live much closer to Europe than the UK making it a more attractive proposition for importing goods of all varieties for the local community
151	Jersey	We quite often find that we pay more than travellers from UK. We are frequently delayed, ferries quite often have technical faults and the journeys take hours longer. Organisation for loading and unloading is poor. We have a young child to get in and out of a car seat and most times the vehicles are parked so close that the doors can't be opened despite informing boarding staff that we require room for this purpose.
152	Jersey	We would travel to France as a family between 4 and 5 times a year with Emeraude and to some degree HD Ferries, since their demise we cannot afford to go. And as French property owners are suffering at the hands of the monopoly.
153	Jersey	When shall we have a better route to Normandy ?
154	Jersey	When you compare prices from the UK to Jersey/France we are definitely being charged a lot more. If prices were more competitive they would get more passengers using the services. Even a foot passenger price is expensive now. When HD Ferries was running, people were happy not to have all the frills that you receive on Condor Ferries.
155	Jersey	Why is it that Jersey and maybe Guernsey customers have to pay more for a return trip than Islander for a return trip to France or the UK? This cant be argued as it has been proven many times, also who benefits from this the island/UK/FR holiday makers/Jersey government or condor ferries? All the locals know its not them. Making Islanders pay more does not help local economy it just puts more pressure on the household which are struggling with new taxes being introduced over the last 5 years. If you take from one that one will take from another to compensate and so on.

156	Jersey	Would like to have HD back with the pricing e.g. 6 trips in one year each varied from £65- 68 which included 2 passengers + car, services e.g. late boat in evening, customer care . Lets have some competition
157	Jersey	Yes-issue of security onboard services particularly heavy drinking-fares still far too expensive.
158	Alderney	Living in Alderney, at this time, there is no regular ferry service, I would like Alderney to be included into, any new or existing service, from the UK. and any other destinations, to increase tourism to Alderney, and give choice of travel.
159	Alderney	Sadly, this Questionnaire makes no reference to Alderney. We badly need a passenger and car ferry service to provide daily services that will give us an alternative to flying.
160	Sark	These are lifeline services which must be regulated, not over-regulated, together with the provision of minimal service level agreements. Competition should encourage better service and keener fares.
161	UK	Although I feel competition is generally a good thing in business, the routes in and out of the C.I are unique in that it would be hard for 2 operators to profitably service the same route to a good service as already exists. My fear would be that if 2 operators were operating, especially on the UK routes that both could in fact go out of business as losses would be heavy and the C.I ferry service would then be considerably disrupted even extinct for a period, and not to mention the impact on economy. The current operator already has a good set up and have learnt many lessons along the way, of course there are going to be problems as with any form of travel anywhere in the world, but they have always been there and are probably, arguably the most experienced Fast Ferry operator in the World. Why change and possibly sever vital links when all the current one may need is a fine tune?
162	UK	Although I am a UK resident, I work regularly in the Channel Islands and have resident family based in Jersey (useful for holidays) and therefore consider that my opinions and views are relatively informed but unbiased. As a business professional working within international tourism, I would consider the service offered by the current ferry company (Condor) to be of a good standard, particularly when compared with other ferry companies operating cross channel - it is important to consider that other ferry companies who provide cross channel services although may face competition, do supply to a high density market rather than to a finite market such as the Channel Islands. As a travel professional, I have seen (although in fairness not in the Channel Islands) that where competition exists on such a small volume demand service, price wars result - offering consumers attractive fares but which ultimately conclude in the failure of one or more of the competitors which can eventually disadvantage those to whom a robust and viable service is most vital (i.e. Island residents). Whichever ferry company provides this service it is imperative to island communities that the product is permitted to operate on a commercially viable and fair basis - not just on a selfish 'I want it cheap but I also want very high standards' basis. I use both air and sea travel (probably an even split) and find the ferry option convenient and professional often far better than the airlines.
163	UK	Condor actually do quite a good job - they manage to run a reliable service with the Clipper and there are lots of services with the cats, although sometimes they run late.

164	UK	Condor Ferries are late 9 times out of 10 causing major disruption to arrangements made for hotel stayovers or travelling back 300miles from Weymouth or Poole after leaving the ferry. We have lost out on a number of occasions not getting to the hotel on time and deciding to travel onward. There always seems to be a problem with one of the engines as well. Makes travelling very tiresome when arrangements are disrupted in this way. Also families with children suffer more than us when arriving in Poole at 3.45am instead of 12.30am. We are going to try a new company from now on.
165	UK	Delays on the service from the islands to the mainland are unacceptable especially when travellers have connecting services. For example, sending divers to check the underside of the boat, delaying departure by an hour at night is totally unacceptable. This happens on a far to regular basis. I use the ferry service between the UK and Guernsey on a very frequently and have experienced delays for this reason. On a positive note, Condor provides a comfortable service, but there needs to be a reduction of the cost of a ticket. Period return tickets are a complete rip off. They penalise locals wanting to travel to visit relatives on either side of the channel. I live in Weymouth and it is often cheaper to travel to Southampton and fly to Guernsey, than take the direct route by ferry. Family members who live on the island find it cheaper to fly as well when visiting Weymouth.
166	UK	I believe Condor Ferries is providing a good service and that additional regulation is unwarranted and unjustified given the extra costs involved.
167	UK	I don't think that the market is large enough to sustain more than one operator on each route. If other operators are allowed to enter the market, it must be on a level playing field i.e. not being able to only provide a summer service where profitability will necessarily be higher. Under the current economic climate with all businesses needing to review costs, any additional cost of regulation will need to be passed onto passengers, hence increasing fares which contradicts the passengers' wishes for the lowest possible fares.
168	UK	I have been travelling with Condor for Years now and really appreciate the way they work hard to make the islanders travel to France and mainland UK...really beyond appreciable, they are too good to be true sometimes.
169	UK	I have worked for Condor Ferries for many years and work on the front line. I have watched Condor Ferries jump through hoops, without doubt on every single possible occasion for years doing so much more than any other travel operator I know. I am proud to work for them and alongside my colleagues. Isn't it about time Channel Islanders starting to view the less negative, cup half empty side of things and more at the positivity that Condor brings with the extensive services we offer. No other business works so tirelessly to treat their core passengers with such priority and importance.
170	UK	I like the current service - good reliability and friendly
171	UK	I would like to see ferry fares split out to disclose the taxes / charges element (like the airlines).

172	UK	The price increases have made it very difficult to justify returning to Jersey on a regular basis, on our last trip we paid £220 and stayed in Jersey for only 3 nights. Yet, if we chose to fly and not bring the car, we would pay just over half of that cost. The pricing is ridiculous, and I believe the prices could be severely reduced as the running costs clearly do not justify the high prices Condor expect passengers to pay just because they have the monopoly. Should there be 2 service providers, I will most definitely use the new one over Condor.
173		Condor can charge what they like to islanders but it is a lot cheaper from the UK to Jersey. Can you please tell me how this is
174	Unknown	If it ain't broke don't fix it. I haven't seen anything to suggest the system is broken.
175	Jersey	Glad to have been given 24h personal notice that service delayed by 3h. However, went badly wrong when told to queue in wrong lane and could easily have ended travelling to UK. Cabin booking needs to be cheaper and perhaps related to number of bunks used.
176	Jersey	Condor monopoly not liked. Fares extortionate. Service poor given three-engine problem and tired-looking 'Rapide'. Need new operator.
177	Jersey	[Regarding the OXERA Options] None of the options is perfect but on various grounds, I would opt for an enhanced licensing system. A crucial issue is the length of the granted monopoly. In seeking northern route tenders it is crucial to see who can offer the most imaginative solutions as I sense the route (as presently offered) is in long term decline.
178	Guernsey	One has to wonder why a car + 2 to Weymouth or Poole costs Islanders £116 to £214 return when fares advertised in English papers are at £109 peak season. Same ports, same boats, same distance? Having travelled with Condor ever since they started up, punctuality is sadly lacking. Our last trip to Weymouth in June this year the boat left 2¼ hours late, then took 3 hours to reach Weymouth! Even though they take one phone number when booking nobody phones to tell you they are running late. Sitting in the terminal for 2 hours leaves a lot to be desired.