

## Unedited Departing Passenger Comments

### Comments in English (mostly Air Transport Passengers and those Using Bumblebee to Guernsey)

#### A General Comments on Alderney

- 1 Better wifi at airport
- 2 Poor food at airport
- 3 expensive flights, public toilets at St Anne's did not have baby changing facilities
- 4 lack of street signs to points of interest, general impression of shrunken version of Guernsey, minus any unique features. On reflection a very disappointing visit.
- 5 we collected all 'walk leaflets' at the airport and we walked a combination of 4 walks. Very informative about all the locations to visit. Will visit again and walk other end of the island.
- 6 wonderful friendly people, beautiful island and hassle free travel, love alderney airport and friendly staff
- 7 wonderful 'time warp' great scenery and friendliness
- 8 nurse on patient transfer
- 9 not a lot to do for the amount of time here
- 10 Anne from Island Taxis was very obliging with a brief tour of the island. Commendable! Very enjoyable day!
- 11 Excellent staff at café.
- 12 food is expensive, limited and variable standard
- 13 would be good to get around the island by golf buggy or similar
- 14 we love everything here
- 15 More shoips open on Sundays
- 16 Fantastic time (weather helped) will return
- 17 The landlady charged 5% extra because we used credit-card payment but otherwise a perfect trip
- 18 Have accommodation availability and ideally booking available on the internet
- 19 Perfect visit
- 20 Excellent visit
- 21 Had a brilliant stay would definitely recommend to others
- 22 Arrived 6pm flight, self catering accommodation all shops closed by 6pm, could not buy a pint of milk anywhere. All public toilets spotless 10/10
- 23 Excellent weather and great walks
- 24 It is wonderful
- 25 lovely place, lovely people, sea was cold
- 26 Lovely scenery and unspoilt nature
- 27 Very friendly people
- 28 Sign posting could be improved, especially to places of interest like bird hides; paths rather overgrown at Longis
- 29 Lack of structured activities for visitors unlike Guernsey
- 30 More public bathrooms and better signage for them would be great
- 31 Well run, a credit to the islands
- 32 Loved it, magical holiday, loved cycling walking, beaches, v. special holiday
- 33 Hire care rates competitive. Public transport (regular) would be helpful. Found the local population extremely friendly
- 34 Really enjoyed it - wish I had been before I will be back
- 35 Lovely island, we stay with family who have a house here. We enjoy the walks, beaches and ice cream van, pubs + shops
- 36 Lovely island, lovely people
- 37 A great place to unwind and relax
- 38 Loved everything including view
- 39 I loved Alderney because I got to spend time with people I like
- 40 I love alderney because it is a really relaxing place with beautiful views and beaches
- 41 More public info on Alderney Week sailed over from Yarmouth and was not aware
- 42 I think the people are very friendly
- 43 Love it
- 44 Great information about activities to do on the island
- 45 Alderney is a very nice place, our favourite beach is arch, kids had so much fun
- 46 Absolute paradise as always

47 Regular visitor for 50 years  
48 All here for work on St Anne's church  
49 I think Alderney is lovely and will definitely come back again  
50 Work related stay/visit  
51 Love Alderney but weather bad this time  
52 Check the weather forecast beforehand  
53 Campsite is great  
54 Great place, weather can't be helped  
55 Having visited three times, Alderney has the perfect blend of beaches, nightlife and other events  
56 Open shops later  
57 nice island  
58 we thoroughly enjoyed our visit despite the weather. It was a brilliant stay hotel Braye beach  
59 we had a lovely time. Friendly people, will be back  
60 day trip to visit family who live here  
61 Kris's is amazing  
62 flexibility of poor weather showings in cinema. Advise to visitors on restaurant/pub serving times and closure of town on Wednesday (pm) Higher visibility of bunkers and forts, guided tours etc  
63 We had not visited for 40 years and were impressed with choice of restaurants/pubs. We were also very lucky to have great weather  
64 Whoever came up with the coast path challenge is a genius. Kids (7+3) loved it. Zoe at saye farm campsite deserved a medal. She's a fine ambassador for Alderney. The food options this week (Alderney week) have been excellent. We always get delayed by fog on leaving but at least the airport cafe was well supplied this time. I was very disappointed that there was no real ale at the butes. Love this place  
65 Stayed at the Adventurers Rest, no TV in the room or internet connection. Food not too good a bit hit and miss. Good value for £70 per night but needed a TV in each room preferably + internet connection  
66 very friendly  
67 More self catering accommodation would be great. People very friendly. Supermarket opening hours are novel!  
68 Enjoy the electric bikes, great day out  
69 zoe on the campsite is very nice  
70 better access of disability throughout the island  
71 Extended opening hours during Alderney week (esp sundays) children's clothes shop would be good  
72 Quarry party needs better music  
73 We are part of the blowers, visiting brass band. We mostly self-catered  
74 wonderful time  
75 we thought alderney week was very well organised and would recommend it  
76 many good things but clearly a struggle. Need to develop a niche tourism, wildlife, history, interest  
77 I love alderney I have family here and visit every year when possible. I may move here in the near future.  
78 absolutely wonderful  
79 sailed into alderney - very helpful harbour team and water taxi  
80 what a delightful place and I think the states do a great job, they must be very well managed  
81 loved it, idyllic  
82 alderney week is awesome

#### **Travel-Related Comments**

83 A reliable air service is absolutely imperative  
84 Vital that the direct Alderney UK link is maintained, travel via Guernsey is inconvenient and too expensive.  
85 Flight delayed  
86 Weather disrupted journey, staff very helpful rescheduled to a later flight same day  
87 very few options for travel to Alderney, relatively expensive and weather reliant  
88 would only come again if travel was more reliable and certain, too uncertain at present  
89 more flights, less delays, third attempt to make medical appointment, delayed until appointment time  
90 main reason for not visiting is cost of getting here, would come more frequently if costs were less  
91 we were only able to visit this wonderful island as a relative paid for flight costs. The size of the boat, although cheaper, was not suitable for our toddler.  
92 flights were part of the package we booked which included accommodation and some meals  
93 The airport terminal buildings need replacing with a modern fit for purpose structure to meet the travel expectations and experience of today's travellers  
94 Alderney is a wonderful island, a privilege to work there. Lack of direct flights to Jersey almost makes it impossible for me to continue.

95 travel was expensive, flight was delayed due to fog  
96 uncertainty of flights is very off-putting  
97 unimpressed with the unreliability of the air service and the cost of it considering I have to use this service regularly for my education. Ground staff are great  
98 number/frequency of flights via southampton is an issue. Via guernsey hub also an issue as can't get a connection through to Alderney etc  
99 no confidence that a flight booked for a specific time will depart on time  
100 more direct routes, please keep the Southampton route, please drop prices cost is punishing  
101 orice reduction on fares  
102 cheaper and more frequent flights, no shops open if arriving late to buy bread, milk etc  
103 cheaper flights and later in the evening flights. Groceries available at the airport for after 6pm when shops are closed.  
104 more flights or a way of landing in the fog  
105 There is a severe lack of seats/flights available when booking short notice  
106 Lack of flights required me to travel at inconvenient times  
107 Delayed by weather coming out. Delayed - no explanation - leaving so missed connections AGAIN - plenty of time allowed to catch connections  
108 Have missed my ongoing connection due to 'tech' a disgraceful way to run an airline  
109 Urgent medical treatment had to be cancelled

110 Alderney is a beautiful island and we had a very enjoyable weekend with our friends. But we had a two hour flight delay Guernsey to Alderney and a two hour flight delay Alderney to Guernsey. The airline is letting the island down.  
111 Once again delayed flight, what is happening to this airline  
112 Flybe caused us to miss our connecting flight from Southampton to Alderney, pity not another airline  
113 The continual increase in charges could make my visits cost prohibitive. Any change in the Southampton route would also make it difficult to come over  
114 Would come more often if flights were more plentiful  
115 Aurigny ground staff at Alderney and Southampton are wonderful, can't say the same about the management  
116 not enough flights and frustrating flight time changes  
117 not enough flights and frustrating flight time changes  
118 not enough Aurigny flights too many flight changes  
119 Travel was incredibly difficult. A guest from Sweden was unable to attend, stranded in Cherbourg and had to return home to sweden and missed the whole holiday  
120 Aurigny ground staff fantastic - just wish the planes were reliable  
121 Aurigny is very expensive, not enough Bumblebee timetable  
122 Quantity and frequency of Aurigny flights from Guernsey has been a problem in the last 6-12 months  
123 Price can be an issue  
124 Airline too expensive  
125 Reduce air fare  
126 Availability of flights (number) needs to be improved, aurigny staff are always polite and helpful  
127 Missed medicals in Guernsey, as a business man availability of flights cannot attend UK meetings. Have to stay extra nights in UK/Guernsey  
128 Cost of flights  
129 Cheaper air travel  
130 We depend on Aurigny to get here, will return if Aurigny flights are available  
131 Too expensive to fly to Alderney  
132 More options for travelling intra-islands, bumblebee OMD supports fun 2/7 Aurigny expensive for island hopping  
133 Bigger boat please  
134 The provision of alternatives to flying Aurigny needs to improve as Aurigny is frequently fully booked and overpriced  
135 Good sea link travel is 100% needed, can't rely on Aurigny  
136 Please back the bumblebee larger vessel. Just watched Herm and Sark boats load/unload at least 100 people, Alderney needs a share of this  
137 Plane is too expensive, unreliable + infrequent, would prefer a ferry  
138 Very expensive flights and flight information would be useful  
139 Have to spend extra night off island because cannot get a direct flight back to Alderney  
140 Well the weather let me down + sadly have to go home by boat after an unexpected airport clean today shame no planes  
141 Flights are a road block, uncertainty and cost and frequency. Need a fast reliable ferry service  
142 Would have been higher had I not spent so much time at the airport and had to pay for expensive additional night  
143 To visit family  
144 Desk staff have a very hard job but are always friendly  
145 Reduce flight costs and increase frequency of flights a bit  
146 Very friendly island, from everyone in the airport to people in town. Only negative is the price of plane tickets to Alderney, lovely experience

147 fog/mist landing technology for airport  
148 Flight not a pleasant experience so would return only if there was a ferry option. We were part of a party of 13 so costs not accurate  
149 Due to the weather there are not enough sets for all passengers to sit down  
150 need better air links not enough planes especially when weather is poor, badly delayed  
151 sack Mark Darby from Aurigny  
152 No availability for Aurigny flights, would be nice to see more flights and more reasonable prices. Later opening/closing times for supermarkets especially during busy periods  
153 I will always travel back but Alderney needs to find a way to provide reliable, cost effective travel to the UK. It's cheaper for a private plane making two trips  
154 I used to work off island on Guernsey on a weekly basis but have had to resign that job due to the cost and unavailability of travel  
155 Delayed late and left late would like to congratulate on consistency  
156 Can we have more available accommodation for the busy periods and cheaper flights. If I didn't know the island already and have family here I wouldn't pay as much as we do to come here  
157 More availability and accomodation during busy periods. Cheaper flight prices. More likely to come over more often if flights were cheaper  
158 More regular and reliable air service would be welcome and lower air fares  
159 air travel is expensive especially for a family  
160 Flight was delayed due to Dornier not being able to fly with low cloud. Had to come the next day  
161 Get the airlines working more efficiently and less expensive and my family and I would come more - make it easier to rent out our property when we are not here  
162 Cheaper flights  
163 You need a ferry  
  
164 Would much prefer if there was a boat service from England as it would be a lot cheaper than flying. There is a boat service from England to Jersey and guernsey why not Alderney? Aurigny are srriously overpricing flights, ruining tourism for AY.  
165 Make sure the sun shines all the time otherwise improve the airport/runway to all weather operations  
166 More choice of flights and sea travel  
167 Aurigny needs to improve capacity  
168 Appointments (essential) at Eye Unit had to be cancelled with delayed treatment  
169 Waiting longer for medicals as there is no flights  
170 Not enough direct flights had to fly via GY  
171 The weather disrupted our arrival and we lost a day there  
172 Flights are too expensive and always delayed  
173 Better bus service during Alderney week would be good. Flights are pricey and often delayed  
174 The Aurigny staff at Alderney are very good not so helpful at Gsy though  
175 Travel is terrible. Aurigny hopeless - can't cope with the slightest disruption, contingency plans don't exist. Can't believe how badly organised they are putting off future travel with them. What a shame  
176 Problems with the weather are understandable but when a plane goes 'tech' as often happens this can hide a number of reasons not known to passengers.  
177 High fares make alderney the preserve of the rich: not even middle income earners will come very often  
178 Boat likely to be more reliable  
179 The travel experience was dreadful, no information when delays were made, Aurigny seemed to be in total chaos - with no obvious alternative plan, flights cancelled - messed about by all this chaos making me and my companion loath to go through this ever again  
180 Aurigny reliability is an increasing concern as is the cost  
181 The flight from Guernsey should have been cancelled on the 02/08 because of the weather - awful service  
182 Sort out Aurigny - it's killing the island  
183 Lack of bookable flights and the enormous prices are killing Alderne  
184 Shame about rain and delayed trip, daily bumblebee would be good  
185 Travel links are awful, air and sea!  
186 We were due to arrive Thursday at 1:30pm but due to weather we had to come on the victor hugo via Guernsey and didn't arrive until 4pm  
187 Reliable travel at reasonable price - ability to land in fog would be great  
188 Arrived by boat, hopefully leaving by plane  
189 More transport options maybe  
190 Improve frequency and quality of links to the mainland. Aurigny ground staff very helpful  
191 We would come more often if it were more affordable to get here £300+ per trip is more than other European flights  
192 Activities provided by Alderney wildlife trust excellent. Cost of travel to Alderney not competitive  
193 cost is prohibitive I sing the praises of Alderney wherever I go - would love to run meditation courses but the cost of getting here means I am reluctant to do this  
194 transport links need sorting. P\*R review needs to address problems  
195 good that Aurigny call your home no's when flights are moving  
196 Aurigny flight prices/ weather condition schedules are ridiculous! Non-consistent well over priced for comfort/timing etc. Big speed boat from Guernsey - Alderney should be provided for all weather conditions  
197 we are ex-islanders, improve ait travel at more competitive prices

198 Aurigny staff are always very helpful and polite regardless of situations they are dealing with  
199 Pity aurigny lets Alderney down every time - must improve  
200 Aurigny once very good little airline are now incompetent beyond a joke  
201 no competition to airline  
202 limited options to travel to Alderney - we would have liked to have been able to travel from France  
203 Aurigny needs to operate better, it's very hard to get to the island  
204 Aurigny flights are far too expensive and had delays both journeys with no explanation (not weather) cost of travel puts off visitors  
205 Improvement in travel links required. Bumble bee ok but restricted by wind/swell. All weather craft required  
206 Alderney needs a regular ferry service from the UK + other options (Airlines)  
207 Get some automatic landing sorted. More planes, states to take over Aurigny  
208 Regular visitors who are disappointed at the lack of capacity on the southampton route and absence of a passenger based sea route  
209 Lots of travel disruption. Would have been here longer and spent more had we not had delays at both ends of our journey  
210 Not impressed with aurigny on way to Alderney as had to get a boat. When paid higher price ticket to have more time in Alderney  
211 An alternative carrier to Aurigny would provide competition - sea or air  
212 Better planes cheaper fares  
213 More flights and cheaper from Soton  
214 Monopoly position of state owned airline is not good - competition would be helpful, but in the past this was not supported by Alderney residents (air sarina etc)  
215 The island is entirely weather dependent. Fabulous when mild, boring when raining  
216 cost of flights prevents us coming to Alderney more often  
217 Direct flight from Exeter would be a great advantage. More planes into/out of Alderney also help  
218 I am a resident with my own plane I always fly privately  
219 Ended up getting the boat from Guernsey to get here which took us 30 hours in total which may impact our choice to come in future years  
220 good luck sorting travel connections. We love visiting the island but it is getting very hard and expensive to get here  
221 thank you aurigny  
222 I really like travelling with aurigny, but I think it would be convenient to also have a boat option a bit longer and more regular than the current one  
223 cheaper flights, hands are tied as only one air service on to Alderney  
224 cheaper flights, hands are tied as only one air service on to Alderney  
225 weather can't be helped but improved communication from Aurigny would help. Trislander needs replacing. Air fares expensive so would be good to have competition to Aurigny  
226 difficulty and cost of air travel to Alderney  
227 better planes that get fly in a bit of mist  
228 I have travelled to Alderney for 47 years and until this visit I have never been delayed overnight. The Trislanders have always suited the needs of the island and its community. I believe a proper case study of the needs and the travel arrangements recently are not fit for purpose.  
229 poor weather unfortunately delayed our departure, but the last two days have been absolutely spectacular; including the fireworks ( we were here for the last two days of Alderney week)  
230 32 hours travel from Gatwick to Alderney - should have taken five hours. Constant planes going tech, poor information, poor timetabling re connecting flights  
231 no choice of airline and such a poor service provided by Aurigny. No contingency for poor weather and a depleted fleet of aircraft. The need for competition has never been greater  
232 flights are expensive would visit more frequently if cheaper to get to Alderney  
233 a good Alderney week. Bring back gala night - maybe with rock band too (they were very good). A ferry service would be good - we would have loved to bring our dog. We've been coming to Alderney since 1987  
234 need a larger terminal building as when it's foggy it's a nightmare  
  
235 I am travelling alone whilst the rest of my party has different return trips owing to lack of capacity by air and sea. This has caused stress throughout the week, despite the usual friendly and welcoming experience we usually get in Alderney week  
236 only option to get to Soton is by Aurigny.  
237 more flights please  
238 disappointed to be delayed 2 hours coming out - big percentage of our stay but loved Alderney and will come again. Hotel accommodation was good but fire alarm spoiled things  
239 we were delayed coming out due to adverse weather which shortened our trip by 24 hours. The ticket was quite expensive  
240 Aurigny operates a monopoly and charges very high prices. The shops should have realistic opening hours. The residents do not seem to want to welcome or serve holiday makers  
241 if only we had a more reliable service by both boat and plane. It would be so nice to have choice  
242 Alderney week so different. Travel unpredictable so makes visiting less attractive. People here great though  
243 delayed again!  
244 business links between Guernsey and Alderney are incredibly difficult due to poor transport links  
245 would investigate boat/sea travel as we lost 36 hours waiting to get here - flight delays  
246 the transport is the main issue for us, we were delayed for 2 days in June. We think a boat would be ideal  
247 a wonderful place to visit, it takes 1 hour from Shoreham, the airport very friendly  
248 beautiful island, just a little too expensive to get to

249 an alternative direct uk or french link would be rather nice  
 250 commuting to work on mainland used to be viable option, now too expensive will have to move and island will lose another resident  
 251 6 hr delay from southampton, baggage was elayed longer but appreciated return of bag  
 252 more flights ald-soton first thing morning and soton-ald last thing back, lower priced would assist  
 253 if the price of flights keep rising I will probably stop visiting. £250 return is outrageous  
 254 buy more planes to help tourism in and out of Alderney  
 255 shame about what has happened to aurigny air services  
 256 another airline is needed desperately  
 257 we have many friends and family who want to visit but are put off by price of flights  
 258 lack of flight availability/flight delays and flight cost prevents me from visiting more often. Lack of available hire cars during peak season  
 259 flights here are too expensive otherwise we would come more often  
 260 sort out flight price and reliability  
 261 we have known the island since 1978 but now the travel is a great problem and has put off many visitors or purchasing a house on the island - such a shame  
 262 alderney guernsey was slow with helping delayed flights  
 263 unhappy about the lack of organisation from Aurigny and price! Alderney is lovely  
 264 I would come much more often if it wasn't so expensive and would bring friends and relatives to my holiday house  
 265 love the island just a shame Aurigny is a complete mess  
 266 more reliable flights needed, more flights, less expensive, single to man was £86 now £127  
 267 everything was great, I would say only problem is when you get delayed  
 268 more frequent flights required as all flights from Alderney to soton were booked up meaning we had to leave early  
 269 cost  
 270 cost of flights are not cheap  
 271 soton flight delayed 2 hours!  
 272 flying in fog is a problem  
 273 issue of visitors with minor disabilities being able to see the island, bus service would improve this  
  
 274 the island is extremely lucky that the desk staff are aurigny are so dedicated and professional - unfortunately even they can do little to compensate fir the incompetence of the airlines management - I wouldn't trust them with a monopoly set  
 275 air travel could be better

### Responses in French (Travellers on the Victor Hugo)

1 It is a pity that there as so few boats to this marvellous island and unfortunately too short time ashore. The residents and business operators .....This was the third time that I had tried to visit in Summer, but nothing travels out of season. The opportunity for longer stays are important - A pity they are not provided for.  
 2 Victor Hugo and departure from Dielette is the only choice. Travel by sea is constrained by the weather. An air service would be ideal but the price would put people off.  
 3 Very good service on the boat and on the island  
 4 A regular air service would be preferable in order to visit your island  
 5 There are insufficient crossings (services)  
 6 More minibuses for tours of the island - otherwise good.  
 7 Too few dates when it is possible to visit Alderney  
 8 Put up a sign to identify the embarkation point for the boat to France  
 9 Not enough options for travel France-Alderney  
 10 Nothing  
 11 Thrilled by our visit but missing a lot of information on Second World War sites - thanks  
 12 Magnificent island - too little publicity  
 13 It is necessary to increase the number of return trips during the festival period at least to be able to see more than just the afternnon (12:30 - 18:45)  
 14 Only one return trip during July! And too little time to stay on the island. It is a pity that one cannot pay for things in Euros  
 15 Sadly - Only direct link with the continent  
 16 A very enjoyable day, but too short. There must be a few more options for travelling to the island. The residents are very friendly. Lack of boats for travelling from France.  
 17 Minibus - a timetable and availability? Goodbye to the tour of the island  
 18 Too few links with France  
 19 A boat from Cherbourg is the only solution.  
 20 Visit during other conditions - calm sea and sunny weather  
 21 It is a pity that the shops do not accept euros otherwise I would have bought a souvenir

- 22 Improve the links to Alderney via Guernsey via Cherbourg
- 23 Improve the links to Cherbourg
- 24 You should provide better information on different means of travel to Alderney (a boat from Cherbourg)
- 25 Develop the links!
- 26 Lack of signs in French for the coastal footpath
- 27 Lengthen the railway. Shops closed on Sundays. More boats/ferries.
- 28 Super day
- 29 Not enough direct boats from Dielette to Alderney
- 30 Despite the map I had trouble finding my way. I did not find a map showing the names of the streets nor the way to the port.
- 31 Lack of .....
- 32 The "French" problem.
- 33 It is not anybody's fault, but on Sunday everything is closed
- 34 In good weather - superb. Lack of boat links Dielette-Alderney
- 35 A friendly island - A few more signs/indications in French would be nice
- 36 Crossing .....
- 37 More shops open on Sundays