



Travel trade update – Q&A

Q: What date is the new operating licence to/from Guernsey valid?

A: The first Brittany Ferries' sailing is on 28 March 2025.

Q: When does Condor's public profile change to Brittany Ferries?

A: Our social accounts change to the Brittany Ferries' brand on Friday 28 March. Regarding our ships, Islander livery has already been rebranded, with Clipper and Voyager to be switched over this year

Q: Will 28 March be the date when the website changes from Condor to Brittany Ferries?

A: The Condor website stays as is for the time being, but now under Brittany Ferries' colours and logo.

Q: On what date do Travel Agents need to rebrand to Brittany Ferries on their websites?

A: From 28 March – we will do all possible to supply you with new images ahead of this. Group agents will need to change their itineraries to state Brittany Ferries, and not Condor from 28 March.

Q: Will the Condor website remain the same?

A: It will be rebranded from 28 March.

Q: Will the live chat on Condor website remain?

A: Yes, it will remain but will be rebranded to Brittany Ferries.

Q: How will the Condor Ferries' contact centre team be answering the phones?

A: As Brittany Ferries.

Q: What happens if a customer calls the Brittany Ferries' contact centre and wants to book a Condor routing? Can Brittany Ferries transfer the call seamlessly over to Condor?

A: No, customers will be given the number to call.

Q: Will the Condor contact centre telephone number be changing to Brittany Ferries?

A: No, phone number remains for the time being.

Q: Will Condor Ferries be advising the media of the changing in brand?

A: Yes, this has been done and will be communicated again.

Q: Will Condor Ferries be contacting existing bookings/passengers advising of the name change?

A: No. We don't need to communicate with customers as they are booked under our current terms and conditions.

Q: Will Condor Breaks still trade as Condor Breaks?

A: Condor Breaks will still trade for the time being, as normal. We are yet to finalise a decision on name change / rebranding.

Q: Will Condor Ferries bank details change?

A: Condor will still exist as a company and there will be no change for Agents or Condor Breaks' hoteliers.

24 March 2025

End.