ALDERNEY
CHAMBER OF COMMERCE

Alderney Channel Islands

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Alderney Chamber Statement following our Aurigny / Skybus Survey
1st November 2026

The response Chamber received from this survey was both pleasing yet worrying. It asked what impact Aurigny was having on Alderney's business and general way of life. Just under 100 replies were collated which resulted in a very uniform picture.

A general theme was that Alderney's air transport structure is failing and it is time for a fundamental review as to where overall accountability for the service lies.

Feedback from Alderney businesses offers a deeply concerning depiction of this transport structure. The message is consistent in that the present arrangement involving both Aurigny and Skybus is not delivering, and has not been delivering, the reliable and accessible service that our island needs.

Our survey highlights where some of the many failings are perceived –

- A lack of aircraft to maintain a dependable timetable
- Inadequate back-up arrangements
- No catch-up possibility
- Insufficient cover for sickness and absence
- Crews not based in Alderney
- The present operating arrangements do not deliver the service needed
- Contractual accountability
- Are there penalties for not complying with the PSO?
- Insufficient capacity at busy times
- Limited alternatives when flights are cancelled
- Inconsistent information offered about cancellations
- Inadequate arrangements for stranded passengers
- The overall medevac situation
- Repeated delays to the runway improvement programme

From the above, Chamber is aware of a growing loss of confidence in the airline and not only is this affecting internal Alderney business. We have many from Guernsey flying in representing the finance sector, accountancy, surveyors, business owners along with visitors and second home owners alike.

The hospitality sector in particular is one of our most important sectors. It is reporting lost bookings, reduced occupancy and cancelled functions (including weddings). Medical appointments are being missed, vetinary treatment is delayed and medical samples (bloods etc) are being compromised.

We are all having to consider allowing several additional days for journeys which should take hours. This is leading to some asking whether they can continue operating from Alderney. This could be ruinous to our economy at a time when our population has been slowly rising as has the number of pupils at St. Anne's School. We have built up a sound economic platform, but loss of confidence within air transport could jeopardise this foundation.

One response to our survey asks what performance standards, financial penalties and compensation provisions apply when the service fails. Another asks why the operation has been unable to maintain sufficient aircraft and crew cover.

Another interesting observation is what are the precise contractual obligations including performance standards of Aurigny and Skybus, and are they being fulfilled. There seems to be no public reporting.

In conclusion, it is not a question as to whether Aurigny can occasionally operate a service, it is whether the island can depend on that service when people need to travel for work, healthcare, education, business or family commitments.

The future economic and social wellbeing of Alderney depends upon reliability and confidence.

Andrew Eggleston
President
Alderney Chamber of Commerce
On behalf of the Council

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