



FREQUENTLY ASKED QUESTIONS

dine my waySM

personalised dining



existing reservations



I already selected my dining when I booked. What will change?

Your pre-selected dining choices will be converted to our new dining times and available for you to review in the MedallionClass[®] app.



What will happen with my existing dining selections and specialty dining reservations?

We'll convert your existing selections to new dining times. Log in to the MedallionClass app to easily view or change any of your reservations.

Same with reservations for our specialty restaurants!



What is my dining time now? I selected early (or late) and don't want any uncertainty.

If you selected early dining, your new time will be 5 p.m., 5:20 p.m. or 5:40 p.m. For late dining, your new time will be 7 p.m., 7:20 p.m. or 7:40 p.m. Log in to the app to view or change.



When will I be able to see this in the app?

Once you download and log in to the MedallionClass app, you will see your dining time and any reservations. Some ships may not be available at this time.

available options



Will you still offer anytime dining?

Instead of anytime dining, we're offering more dining flexibility than ever before with our new Dine My Way features. You can customise your dining on a daily basis through the MedallionClass app, so this is way better! Prefer to wing it? We're happy to seat walk-ups if we have the availability.



I like anytime dining because I don't want to plan my meal times. Am I now limited to dining outside of the dining rooms?

No, Dine My Way gives you the greatest flexibility to choose your dining times. We suggest making reservations before you sail for the most flexibility, as options may be more limited on board.



What if I forget to choose dining before I get to the ship? Will I have less availability once on board?

The more guests make dining choices, the less availability there will be. That's why we suggest making yours now. But regardless you can easily make reservations once on board through the MedallionClass app, on stateroom TVs or by asking a crew member for help. And if you're a spur-of-the moment type, you're welcome to walk up to any of our dining venues, and we'll be happy to seat you based on space available.



How can I get the time I want if it isn't available?

Although Dine My Way doesn't have a waitlist option, feel free to check back to see if your desired time becomes available.



Can I pick different times on different days?

Absolutely! Dine My Way offers the flexibility to make a different dining selection for each day of your cruise.



Can I pick the same dining time and same waiter every day?

Yes, Dine My Way offers that flexibility. If availability allows, you can select the same dining room and time each night to have the same waiter.



Will I be in the same dining room for the entire voyage?

With Dine My Way, you can customize your dining and choose the same dining room for the entire voyage – if you prefer and availability allows.

making reservations



making changes



When can I make my dining choices?

You can access dining reservations in the MedallionClass app once you've made the final payment for your cruise.

Elite and Platinum guests can make reservations once they're booked. Just another loyalty perk! And Club Class and Full Suite guests enjoy this benefit too.

Where do I find Dine My Way in the MedallionClass app?



Look for the fork, knife and clock icon under the countdown bar. It'll take you right to reservations. You can also access Dine My Way within OceanNow.

What if I don't want to use my phone while I'm on holiday?



No problem! You can access Dine My Way reservations on your stateroom TV or ask a crew member to make selections for you. This is your holiday your way!

Can someone help me make my dining reservations?

Yes, you can ask a crew member to help you.



And one person in your group can book a reservation for your whole Travel Party. Or you can connect with a Princess agent by using the Live Chat option on [OneSourceCruises.com](https://www.princesscruises.com) or calling 0344 338 8663.

In the past under Traditional Dining, we were given the option to share a table with another party or choose a private table, if space was available. Do we still have this option under Dine My Way?



Dine My Way will recommend the appropriate table size or multiple tables for your travel party based on tables available for reservations. If your travel party size is two, and you're provided options to select a larger table size, you should expect to share your table where physical distancing allows. If you want a private table but don't see any options for your party size, select another time to see if there's availability. If your travel party size is larger than 10, your reservation confirmation will indicate multiple tables to accommodate your group.



What if I change my mind after selecting the dining time?

Once you've made your reservations, you can make changes in the MedallionClass app. You'll see all dining options and available times there. You have lots of flexibility to revise reservations before you sail and once on board – as your activities and mood require.

travelling in a group



I'm traveling with a large group. If I pick a dining time and another person picks a different dining time how can we ensure we sit at the same table?

Add group members to your travel party pre-cruise to coordinate the same dining times. This way you can make sure you dine with your group!



Does everyone in our group have to pick dining separately? I want to have the same dining time as my group.

No, you can set the same dining time for your travel companions in your stateroom. You can also easily add additional travel companions to your dining reservations pre-cruise. All you need in either case is their booking numbers.

when do I ...?



Do I have to select my dining before boarding?

No, you can make dining reservations in the MedallionClass app or on your stateroom TV once on board, however we encourage you to do it now so you have the best availability and selection options. You're welcome to walk up to any of our dining venues, and we'll be happy to seat you based on space available.



If I do not select dining, will the system automatically assign dining times?

No, it won't, which is why you need to make your selections from the many available options through Dine My Way.



Can I make changes once I'm on the ship?

Yes, you can make changes once on board, as long as availability allows. Simply access your dining reservations through the MedallionClass app on your smart device or stateroom TV. Need extra help? Crew members are happy to lend a hand!



Will I receive notifications?

Yes! We know that time flies when you're having fun – especially at sea – so we'll send you a friendly reminder about your dining reservation through the app.



getting notifications