

# Travel Agents Guide to As You Wish™ Dining



## Q. What is As You Wish™ dining?

A. A new concept, As You Wish™ dining consists of preset and open dining in the dining room, as well as encompassing specialty restaurants such as the Pinnacle Grill, Lido casual dining, and in-room dining service.

Fixed dining will be available in the upper dining room for guests who prefer to dine at the same time every night. Open dining will be available in the lower dining room, where guests will be able to dine at a time that best suits their schedules.

## Q. What are the dining times for open dining?

A. For our guests' convenience, the open dining room is available between 5:15 and 9:00 pm daily.

## Q. Can I make reservations for a specific dining time in the open dining?

A. Once onboard, the ship has a dining reservations phone number, where reservations can be made for same-day dining. Reservations will be taken on a first-come, first-served basis for a guest's preferred time and table size. The reservations line will generally be manned between 8:00 am and 4:00 pm. Although reservations are taken, a reasonable inventory is reserved to accommodate our walk-in guests.

## Q. What are the seating times for traditional fixed dining?

A. Dining times remain unchanged for our preset dining.

	Alaska	Non-Alaska
Early	5:30 PM	5:45PM
Main	7:45 PM	8:00 PM

## Q. Will the meals be different in the fixed and open dining?

A. Both dining rooms will use the same menus. We will provide the same gracious service and sophisticated five-star dining in both the preset and open dining.

## Q. Is this concept fleet wide?

A. By May 23, 2008, the entire Holland America Line fleet will implement As You Wish™ dining.

## Q. Are there any exceptions to As You Wish™ dining?

A. All voyages except our World and Grand Voyages will have open dining.

## Q. Why have we changed our dining concept?

A. This change was the result of requests from our guests for more dining flexibility. The change was implemented so that we could offer our guests more convenience and a wider range of dining options.

- Open dining
- Preset dining
- Alternative restaurants
- Lido
- In-room dining

## Q. Can I switch between fixed and open dining once onboard?

A. Guests may request a change during embarkation. The ship will attempt to accommodate, but the change cannot be guaranteed. If the request is granted, guests may not revert to their original seating assignment.

## Q. What are some of the advantages of open dining?

A. Because dining time is flexible, guests can plan their dinner around the rest of the day's activities. For example, on the third cruise-day, an 8:00 dinner may be appropriate because of an all-day shore excursion, while on day four, a 5:30 dinner may be desired in order to ensure a restful evening onboard. The flexibility of open dining allows endless possibilities.

## Q. What is the process for walk-in guests?

A. We will attempt to seat our guests immediately. However, if a table is not immediately available, guests will be given a pager. They can then go to a nearby lounge to enjoy a pre-dinner cocktail.