



Online Programme

Wednesday, November 4th

14:00	14:30	Opening Ceremony
Room:		
Paulo Águas, University of Algarve, Portugal		
Pedro Lopes, Pestana Group, Portugal		
João Fernandes, Algarve Tourism Board, Portugal		
Patricia Pinto, CinTurs, University of Algarve, Portugal (Moderator)		
Jafar Jafari, The t-Forum Co-Founder		
Rita Marques, Secretary of State of Tourism, Portugal		
14:30	16:00	Panel 1 - Plenary Session - What the Industry wants the Academia to Investigate
Room:		
Alexandra Rodrigues Gonçalves, CinTurs, University of Algarve, Portugal (Moderator)		
Francisco Serra, University of Algarve, Portugal		
Mário Candeias, Espinal Palace Hotel, Iran		
João Ministro, Proactivetur, Portugal		
16:00	16:30	t-Break
16:30	17:00	Keynote Talk - Knowledge as the Driving Engine of Sustainable Tourism - Keynote Speaker: João Albino Silva, CinTurs, University of Algarve, Portugal
Introduced by: Efigénio Rebelo, Faculty of Economics, University of Algarve, Portugal		
Room:		
17:00	17:30	Keynote Talk - Utilizing Hotel Data to Maximize Tourism Intelligence - Keynote Speaker: Steve Hood, STR, USA
Introduced by: Luís Pereira, CinTurs, University of Algarve, Portugal		
Room:		
17:30	19:00	Parallel Presentations
17:30	19:00	Workshop 1 - Aligning the Shared Tourism Economy with a Destination Brand - Moderator: Duarte B. Morais, North Carolina State University, USA Co-Moderator (s): Gene Brothers, North Carolina State University, USA & Jonathan Freeze, Greater Raleigh Convention and Visitors Bureau, USA
Room:		

Wednesday, November 4th

17:3019:00Paper Sessions - Concurrent Sessions

17:3019:00Paper Session 1 - Challenges for a sustainable tourism

Room:

Chair: Claudia Henriques	ID	AUTHOR	TITLE
1	23	Yvonne Ivanescu	Merging Market With Community: Balancing Community Development And Commercial Viability Within Community Based Tourism Projects, A Possibility? An Analysis Of Brazil
2	175	Minkyung Park; Hochan Jang	Overtourism as a Byproduct of Urban Regeneration: How Tourist Areas are Shaped by the Interplay between Social Media, Media, and New Tourist Demand?
3	176	Jie Gao, Ye Zhang, Mingfang Zhu, Yawei Wang	Does Travel Generate Happiness? Implications for Health Tourism
4	200	Diana Baus; Damir Krešić	The impact of solar energy on the development of sustainable tourism in Croatia

17:3019:00Paper Session 2 - Tomorrow’s workforce: managing talent

Room:

Chair: Iris Lopes	ID	AUTHOR	TITLE
1	34	Helena de Almeida	How Hotel employee’s role stress can shift the structural empowerment-job satisfaction link: a current issue in hindrances-challenges field
2	81	Betsy A. Pudliner	Leverage the Talent of Tomorrow’s Tourism Workforce with the Application of the People-Process Culture and Cultural Intelligence
3	97	Hugo Palácios; Maria Helena de Almeida; Maria José Sousa	Service quality, empowerment and service climate research in the field of hospitality and tourism
4	173	Guilherme Castela; Maria da Fé Brás; Nelson Silva	Safety and Security In The Algarve: The Tourists’ Perception - How theory informs practice in managing possible crises
5	225	Carla Sofia Guerreiro Machado; Fernando Cardoso de Sousa; Ileana Pardal Monteiro	Group facilitation training for managers in the hospitality industry

17:3019:00Paper Session 3 - Research-based strategy for tourism development

Room:

Chair: Sérgio Santos	ID	AUTHOR	TITLE
1	6	Hessam Sarooghi; Elahe Adel Rastkhiz	The Sharing Economy Business Models and Tourism Micropreneurship: A Stakeholder Perspective
2	71	Sérgio Santos; Carla Alexandra da Encarnação Filipe Amado	Efficiency and productivity analysis in the hospitality and tourism industry: Overview and future research directions
3	187	Luís Silveira; Claudete Oliveira Moreira; Rui Ferreira; Norberto Santos	The residents of the Azores and the relationship with social and environmental sustainability concerning the tourism activity in the region
4	190	Tissiane Schmidt Dolci; Vander Valduga; Artur Fernando Arede Correia Cristovão; Leonardo Xavier da Silva; Marcelino de Souza	Incentives and Restrains related to the development of an enotourism destination: A New Institutional Economics approach
5	223	Cristi Frent	Developing Estimates for Regionalizing a Tourism Satellite Account: The case of Romania

Wednesday, November 4th

17:3019:00Paper Session 4 - Designing and managing tourist experiences

Room:

Chair: José António C. Santos	ID	AUTHOR	TITLE
1	48	Angelo Ricardo Christoffoli; Yolanda Flores e Silva; Felipe Borborema Cunha Lima; Marlene Huebes Novaes	Tourism in Afro-Brazilian communities: perspectives and potential according to the SDG - UN 2030 Agenda
2	85	Francisco José Ortega-Fraile; Cristina Ceballos-Hernández; Miguel Ángel Ríos-Martín	Keywords in papers as analytical instrument on the evolution of mobile technology and tourism.
3	99	Pablo Flôres Limberger; Francisco Irapuan Ribeiro; Luiz Carlos da Silva Flores	Constraints for leisure in parks in the Amazon region
4	221	Mohamed Zniber; El Maich Abdallah	The Role of Intangible Heritage in Enhancing Tourists’ Travel Experience

17:3019:00Paper Session 5 - Future-making, trend-making

Room:

Chair: Magda Wikesjö	ID	AUTHOR	TITLE
1	19	Marco Antonio Robledo	New Organizational Paradigms for A New World And A New Tourism
2	56	Cláudia Seabra	European Millennial’s: How terrorism threat influences their leisure and travel behaviors?
3	129	Ana Cláudia Campos; Sofia Almeida	Operant resources of young independent travelers
4	163	Bijan Vasigh	The economics of unmanned aircraft system under deregulation market environment
5	167	Maria Isabel Roque; Dália Guerreiro	Reading the signs of the tourist destination: Bibliotourism and place perception

17:3019:00Paper Session 6 - Mobilizing intelligence to advance

Room:

Chair: Célia Ramos	ID	AUTHOR	TITLE
1	2	Eric T. Brey	Sharing and Applying Advanced Insights: Successfully Bridging the Gap Between Industry and Academics
2	67	Sofia Almeida; Ana Cláudia Campos	Changing the business landscape of the future: the case of a community of practice in the hotel sector
3	171	Célia Ramos; Pedro Cardoso; Hortênsio Fernandes; João Rodrigues	Business Intelligence challenges applied in a transfer company
4	178	Pooyan Sedarati; Francisco Manuel Serrab; Tadeja Jere Jakulinc	Sustainable Smart Tourism Ecosystems: A Systems Thinking Approach
5	234	Maria Raquel Cocharra Dias Antunes	Knowledge management for open innovation in tourism

Thursday, November 5th

09:00	09:30	Keynote Talk - How to Reduce Operating Cost, Increase Environmental Sustainability and Improve one's Image - Keynote Speaker: Sara Dolnicar, University of Queensland, Australia
		Introduced by: Manuela Guerreiro, CinTurs, University of Algarve, Portugal

Room:

09:30	11:00	Panel 2 - Plenary Session - Covid-19 and the New Challenges for Tourism: <i>shaping a new reality</i>
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Room:

- Leonídeo Paulo Ferreira**, Diário de Notícias, Portugal (Moderator)
- Elidérico Viegas**, Algarve Hotels and Resorts Association, Portugal
- Cristina Siza Vieira**, AHP – Portuguese Hotels Association, Portugal
- Alberto Mota Borges**, Faro Airport Director, Portugal
- João Fernandes**, Algarve Tourism Board, Portugal

11:00	11:30	t-Break
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11:30	13:00	Parallel Presentations
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11:30	13:00	Panel 3 - Managing Tourism Under Uncertainty (RTA)
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Room:

- Luís Serra Coelho**, University of Algarve, President of the Algarve Regional Delegation of Economists Order, Portugal (Moderator)
- Luís Correia da Silva**, D. Pedro Golf CEO, former Secretary of State for Tourism, Portugal
- José Lopes**, Portugal Easyjet Country Manager, Portugal
- Ana Carvalho**, Executive Member of COSEC, Portugal
- Mário Azevedo Ferreira**, NAU Hotels & Resorts CEO, Portugal

11:30	13:00	Paper Sessions - Concurrent Sessions
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11:30	13:00	Paper Session 7 - Agriculture Heritage, Community Empowerment and Rural Tourism
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Room:

Chair: Kazem Vafadari	ID		AUTHOR		TITLE
	1	213	Sakura Hira; Vafadari Kazem		Rural tourism and Destination Management: The case of Lake Bracciano, Italy
	2	214	Weda Arachchige Tihani Lakshika Kumari Wickramatunge		Rural development in Japan through tourism
	3	215	Say Dietermar		A Comparative Study of Different Forms of Applications to Develop a Sustainable Community for Tourism.
	4	216	Yusufzoda Farrukh		Tourism as a Mechanism for Rural Development: Lessons from Oita Prefecture Japan, application for Tajikistan

Thursday, November 5th

11:3013:00Paper Session 8 - The Strategic Role Of Resident Population In Tourism Management

Room:

Chair: João Vidal	ID	AUTHOR	TITLE
1	51	João Vidal; João Albino Silva; Guilherme Castela	Arbitration and performance in tourism - a tool offered to the stakeholders in the Algarve
2	84	Lai, Hio Kuan; Patrícia Pinto; Pedro Pintassilgo	Quality of Life and Emotional Solidarity in Residents’ Attitude towards Tourists: The Case of Macau
3	107	Fernando Perna; Maria Custódio; Luís Pereira; Margarida Santos; Vanessa Oliveira; Juan José Albendin-Moya; Alfonso Vargas-Sánchez	Tourism Development and Algarve-Huelva Maritime Connectivity: Resident Population Demand
4	115	Ana Isabel Renda; Júlio Mendes; Patrícia Pinto	Am I happy to live in a tourist destination?
5	155	Aarash Baktash; Pooyan Sedarati	Blockchain: a Sustainable Solution for the Future of Tourism Destinations
6	210	Juan Pablo Correia; Eugénia Ferreira	A Case On Study On Information Search Profiles Of Tourists Visiting The Algarve

11:3013:00Paper Session 9 - Responsible development and marketing

Room:

Chair: Nelson Matos	ID	AUTHOR	TITLE
1	38	Rahil Alipourianzadeh; Nelson Tavares da Silva; Efigénio da Luz Rebelo	Customer Equity Drivers and Emotions on Algarve 5-star Hotel Clients’ Satisfaction and Loyalty
2	69	Rahil Alipourianzadeh; Mohamad Sharifi Tehrani; Vahid Ghasemi	The relationships between Customer Equity, Satisfaction, Loyalty and Emotions
3	130	Sara Marefatnia; Nelson de Matos; Margarida Arraes Viegas	Analyzing Hotel Brand Experience through Hedonic values and Behavioral Intentions in Pousadas de Portugal Algarve (Estoi, Sagres, Tavira)
4	199	Nurşah Ayhan; Stella Kladou	The (Dis)connection between Destination Identity, Wine Culture and Tourism Destination Brand: The Case of Bozcaada, Turkey
5	226	Homayoun Golestaneh; Manuela Guerreiro; Patrícia Pinto; Seyed Hashem Mosaddad	On The Role of Internal Stakeholders in Place Branding

11:3013:00Paper Session 10 - Entrepreneurship and circular economy in tourism

Room:

Chair: Ana Isabel Matins	ID	AUTHOR	TITLE
1	24	Sofia Vairinho; Hugo Barros; João Guerreiro	The Innovation Hubs: stimulating knowledge Spin-off from touristic destinations
2	50	Sandra Cristina Antunes Ribeiro; António Duarte Santos	The Circular Economy and Sustainability of Tourism: Lisbon as a European Green Capital in 2020
3	157	Ângela Filipa Alexandre Peixoto; Guilherme José Fresca Mirador de Andrade Castela; João Carlos de Almeida Vidal	The Influence Of Overnight Stays On Business Growth - Insights Of The Circular Economy In Algarve Tourism
4	206	Nina Solyukova; Cristina Viegas; Patrícia Pinto	Firm-specific factors influencing the performance of young SMEs located in Algarve: the case of the tourism-related sector
5	212	Dília Cristina dos Santos Rafael Nunes; Joana de Carvalho Folgado Lessa	Plastic use sustainable change in Portugal: An analysis on tourism stakeholders’ actions and programmes

Thursday, November 5th

11:3013:00Paper Session 11 - How theory informs practice

Room:

Chair: Jorge Andraz	ID	AUTHOR	TITLE
1	5	Rui M. Pedro; Júlio Mendes; Nelson Matos; Mário Passos Ascensão; Patrícia Pinto	Mapping the Memorable Tourism Experience through the Senses, Emotions and Memories
2	72	Jinous Sadighha; Manuela Guerreiro; Patrícia Pinto	Experiencing Value Creation/Cocreation in Tourism
3	112	Vida Nejabati; Nelson Manuel da Silva de Matos; Eugénia Maria Dores Maia Ferreira	The impact of passengers’ flight experience on satisfaction, future intentions and loyalty. The Case of Full-service airline companies
4	224	Nair Chaves; Suzanne Amaro; Cristina Barroco	Geotourists motivations, satisfaction and loyalty: The Case of Arouca UNESCO Geopark

11:3013:00Paper Session 12 - Designing and managing tourist experiences

Room:

Chair: Dora Agapito	ID	AUTHOR	TITLE
1	14	Ana Paula Barreira; Marisa Isabel Silva Cesário	The Effects of the Economic Crisis on Tourists’ Satisfaction – The case of the Algarve Region
2	64	Ali Alalmai	Role of Social Media in Online Travel Information Search
3	191	Sofia Fonseca; João Amaro	Faro Story Spot: a digital and sensory experience in the heart of Faro
4	211	Dora Agapito; Patrícia Pinto; Mário Passos Ascensão; Pasi Tuominen	Designing Compelling Accommodationscapes: Testing a Framework
5	231	Teerakulpisut Kanyavee; Wen-ching Chang; Rushikesh Khire; Heidi Chang	Customers motivations for sharing reviews on booking hostel websites in Taiwan

13:0014:30Lunch Break

14:3016:00Panel 4 - Plenary Session - Covid-19 and the New Challenges for Tourism: *from crisis to recovery*

Room:

14:3014:45	Francisco Calheiros, Portuguese Tourism Confederation, Portugal
	Luis del Olmo, Passionality Group, USA (Moderator)
	Pedro Lopes, Pestana Group, Portugal
	Tom Jenkins, representative of European Tourism Association, London
	Francisco Pita, Representative of ANA, Portugal
	Nuno Pimenta, Representative of Google, Portugal

Thursday, November 5th

16:00	17:30	Parallel Presentations
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16:00	17:30	Panel 5 - Smart Destination – Solutions Made in Algarve (CCDR)
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Room:

Francisco Serra, University of Algarve, Portugal (Moderator)

Adelino Venturinha, Itelmatis, Portugal

João Raposo, Âmago, Portugal

Bruno Martins, Conceptek/Shiji, Portugal

Paulo Bica, SPIC, Portugal

16:00	17:30	Workshop 2 - Introduction to Fuzzy Set Qualitative Comparative Analysis - Moderator: Hessam Sarooghi, Butler University, USA
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Room:

16:00	17:30	Paper Sessions - Concurrent Sessions
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16:00	17:30	Paper Session 13 - Governance of Urban Tourism Destinations: Regulation and Promotion for Success
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Room:

Chair: Guido Borelli e Ezio Marra	ID	AUTHOR	TITLE
1	91	Nunzia Borrelli	How tourism can make stronger the fragile area. The National strategy for Inner areas in Italy
2	118	Maurizio Busacca; Guido Borelli	The Urban Touristic Regime of Venice
3	119	Olga Tzatzadaki	Creating a new city-identity: how a culture-led regeneration of Mestre could help Venice’s overtourism effect
4	120	Ezio Marra; Monica Bernardi	A tale of three cities: Genoa, Turin and Milan. From Fordism to Tourism
5	124	Dario Bertocchi; Nicola Camatti; Jan van der Borg	A quadruple helix approach for the innovation of the tourism sector. Transferring knowledge among stakeholders in the destination of Venice

16:00	17:30	Paper Session 14 - How theory informs practice
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Room:

Chair: Alexandre Panosso	ID	AUTHOR	TITLE
1	1	Chan, Chung Shing; Birgit Pikkemaat; Dora Agapito	Comparing international students as hosts for Visiting Friends and Relatives (VFR) travel in Hong Kong and Innsbruck
2	3	Eric T. Brey; Fredrick Meitner	Designing research for maximum impact: Increasing the effectiveness of knowledge transfer through methodology
3	82	Elizabeth Kyoko Wada; Simone Ruchdi Barakat	A Stakeholder Theory approach to Tourism and Hospitality Management
4	128	João Albino Silva; Jorge Andraz; Luís Pereira; Rui Sousa Nunes	The Algarve Sustainable Tourism Observatory: A platform for knowledge transfer
5	182	Yoná da Silva Dalonso; Júlia M. Lourenço; Paula Cristina Remoaldo; Alexandre Panosso	Applying Tourism Intelligence and Visiting The Roles Of The Stakeholders In Successful Tourism Destinations

Thursday, November 5th				
16:00	17:30	Paper Session 15 - Climate friendly travel		
Room:				
Chair: Jorge Ramos	ID	AUTHOR		TITLE
1	20	Jorge Ramos; Patrícia Pinto; Pedro Pintassilgo; Anabela Resende; Luís Cancela da Fonseca		Activating an artisanal saltpan: Tourists crowding in or waterbirds crowding out?
2	42	Mahdi Rahimi Pordanjani		Impacts of Climate Change on Coastal Tourism Destination and Tourists Behavior -The Case of Algarve -Portugal
3	177	Xiao Xiao, Jie Gao, Junyu Lu, Robert Manning		How do snowmobilers perceive climate change? A study on winter tourist behaviors
4	186	Claudete Oliveira Moreira; Rui Ferreira; Norberto Santos; Luís Silveira; Tiago Santos		Tourism in Portugal: Climate Change Scenarios and the Climate Comfort Index for Tourism (ICCT)
5	229	Victor Ernesto Pérez León; Flor Guerrero; Rafael Caballero		Dynamic index to measure tourism destination competitiveness. Case study: The Caribbean Region
16:00	17:30	Paper Session 16 - Designing and managing tourist experiences - Cultural tourism		
Room:				
Chair: Claudia Henriques	ID	AUTHOR		TITLE
1	54	Lillian Maria de Mesquita Alexandre; João Albino Matos Silva		Mediterranean Diet Fair in Tavira/PT and the potencial for Creative Tourism in the south coastal of Portugal
2	58	Maria Alexandra P. Rodrigues Gonçalves; João Filipe Marques; Mirian Estela Nogueira Tavares; Sónia Moreira Cabeça		Idea Laboratories: Providing Tools For Creative Tourism Agents – An Evaluation
3	101	Lillian Maria de Mesquita Alexandre; João Albino Matos Silva		Tourism and creative economy as links of participatory management on the Algarve coast, Portugal
4	117	Vânia Mendonça; Ana Isabel Renda; Nélson de Matos		The Sustainable Cultural Tourism Experience
5	166	Claudia Henriques; Silvana Elias		Cultural and Creative Tourism Policy in Capital Cities of Europe and Latin America: Overview and Challenges
6	236	Ana Carolina Bender, Maria Manuela Guerreiro, Bernardete Dias Sequeira, Júio Mendes		The Hedonic Experience in Heritage Attractions: The Visitor’s Perspective
16:00	17:30	Paper Session 17 - Destination-wide tourism awakening		
Room:				
Chair: Luis Pereira	ID	AUTHOR		TITLE
1	52	Paulo Sergio Gonçalves de Oliveira; Elizabeth Kyoko Wada; Ana Cláudia Guimarães Antunes; Anna Beatriz Cautela Tvrzska de Gouvêa; Maria Stela Reis Crotti; Fabio Airton Banderó		Proposed Appraisal Methodology to Evaluate the Abracorp (Associação Brasileira de Agências de Viagens Corporativas - Brazilian Association of Corporate Travel Agencies) Value Partner Award Winner in the Airlines Category
2	146	Catherine Cavalcanti Margoni		Higher education in tourism: a systematic literature review
3	150	Novoselova Olga		Industrial tourism as a means of “Made in China” reputation improvement
4	153	Marta Isabel Casteleiro Amaral; Ana Isabel Rodrigues; Aldo Manuel Passarinho; Cristina Pires dos Santos; Alice Isabel Diniz; Joana Micaela Santinhos		A Responsible Communication Plan based on Social Marketing: VOLTO JÁ senior’s tourism project
5	227	Francesc Fusté-Forné		From food to action, from cheese to tourism
17:30	18:00	Keynote Talk - Tourism Research, Policy and Industry: Forging a Common Ground - Keynote Speaker: Renata Tomljenović, Institute for Tourism, Croatia		
Introduced by: Patrícia Pinto, CinTurs, University of Algarve, Portugal				
Room:				

Friday, November 6th		
09:00	09:30	Keynote Talk - Tourism Experiences - Keynote Speaker: Noel Scott, University of the Sunshine Coast, Australia
		Introduced by: Ana Cláudia Campos, CinTurs & Universidade Europeia, Portugal
	Room:	
09:30	10:30	Panel 6 - Plenary Session - Tourism Experiences for Success
	Room:	
	Noel Scott, University of the Sunshine Coast, Australia (Moderator)	
	Jianyu Ma, Shanghai Normal University, China	
	Serena Volo, Free University of Bozen-Bolzano-Brunico, Italy	
	Magdalena Osmola, Vale do Lobo, Luxury Golf & Beach Resort, Portugal	
10:30	11:30	t-Break
11:30	13:00	Parallel Presentations
11:30	13:00	Panel 7 - Road-mapping Training/Education for Boots on Tourism Grounds
	Room:	
	Fanny Vong, Macao Institute for Tourism Studies, China (Co-Moderator)	
	Kazem Vafadari, Asia Pacific University, Japan (Co-Moderator)	
	Diamantina Rosario, Macao Institute for Tourism Studies, China	
	Ali Jafari, Indiana University, USA	
11:30	13:00	Paper Sessions - Concurrent Sessions
11:30	13:00	Paper Session 18 - Destination Management: Challenges and Practical Opportunities
	Room:	

Chair: José Manuel Simões	ID	AUTHOR	TITLE
1	121	João Viljoen de Vasconcelos	To adapt or not to adapt: analysis of the tourism strategic plans attitude towards climate change in Europe
2	134	Eduardo Brito-Henriques	Unsustainability, degrowth, and the tourism industry
3	136	Agustin Cocola-Gant; Ana Gago	Overtourism and neighbourhood change: a conceptual framework and policy innovations for positive change
4	137	Inês Boavida-Portugal	Unpacking the evolution of urban tourist spatio-temporal behavior using social media data
5	138	Sérgio Miguel Pratas Guerreiro	Destination management in a digital era
6	165	Pooyan Sedarati ; Pegah Zandi; Homayoun Golestaneh	Application of Service Design in Smart Tourism: Enhancing Customer Experiences

Friday, November 6th

11:30

13:00

Paper Session 19 - Tourism & Well-Being

Room:			
Chair: Saúl Neves de Jesus	ID	AUTHOR	TITLE
1	10	Soraia Fernandes Garcês; Margarida Maria Ferreira Diogo Dias Pocinho; Saúl Neves de Jesus	Madeira Island Tourists Psychological Profile and Wellbeing
2	21	João Nuno Ribeiro Viseu; Paula Cristina Ribeiro da Silva; Saúl Neves de Jesus	The relationship between positive psychological capital and well-being: The mediating role of job attitudes
3	123	Ana Isabel Moniz; Teresa Medeiros; Osvaldo Silva	Senior tourists booking online to the Azores
4	125	Teresa Medeiros; Lícínio Tomás; Ana Moniz; Sheila Furtado; Osvaldo Silva; Joaquim Ferreira,	Senior tourism: Tourists, hoteliers, and policy makers
5	169	João Nuno Ribeiro Viseu; Patrícia Susana Lopes Guerrilha dos Santos Pinto; Sérgio Jorge Pereira da Borralha; Saúl Neves de Jesus	Exploring the role of individual and job resources in professional satisfaction: The case of the hotel sector in the Algarve

11:30

13:00

Paper Session 20 - Accessible and Inclusive Tourism

Room:			
Chair: Jorge Umbelino	ID	AUTHOR	TITLE
1	33	Manuela Pires Rosa	Collaborative Approach in the Design of an Accessible, Smart and Sustainable Bus Stop at Faro International Airport
2	37	António José Conde Búzio Sampaio Ramos	The integrated planning for an accessible and inclusive tourism - Do much more with much less...
3	76	Ana Filipa Rocha Rodrigues; Manuela Pires Rosa; Efigénio Rebelo	Cultural and Accessible Tourism in Algarve
4	168	Damir Popović; Iva Slivar; Marli Gonan Božac	Accessible Tourism in Terms of Formal Planning: The Case Of The Istrian County, Croatia

11:30

13:00

Paper Session 21 - Intelligence-based innovation for hospitality management

Room:			
Chair: Luis Pereira	ID	AUTHOR	TITLE
1	135	Luis Nobre Pereira; Vitor Cerqueira	Forecasting hotel demand for revenue management using machine learning regression methods
2	142	Juan-Antonio Cortés-Troya; Francisco-José Arenas-Márquez; Esther Chávez-Miranda	Revenue management practices in high-speed trains: Online pricing strategy
3	144	Sara Moya-Roldán; Bernabé Escobar-Pérez; Esther Chávez-Miranda	Revenue management implementation in Melia Hotels
4	230	Peter O’Connor	Do Loyalty Programs Drive Direct Website Traffic? An Empirical Analysis of Global Hotel Brands
5	235	Anderson S. Oliveira, Ana I. Renda, Marisol B. Correia	Online reviews: a pathway to improve hotel management

Friday, November 6th

11:3013:00Paper Session 22 - Breaking old barriers for a new industry

Room:

Chair: Carla Machado	ID	AUTHOR	TITLE
1	40	Carla Maria Alves da Silva; Juliana Marques; Manuel Reis; José Luís Mendes Loureiro Abrantes	Nature-based tourism destinations choice: A generational approach
2	63	Sérgio António Neves Lousada; Rui Alexandre Marçal Dias Castanho; Patrícia Carlota Costa Escórcio; Susana Teles; André Diogo Sousa Moura; João Pedro Gomes Gouveia; Leonardo Bazilio Gonçalves	The Role of Ports in Tourism: The Case Study of Porto Santo Harbour
3	122	Carla Maria Alves da Silva; Micaela Durães; José Luís Mendes Loureiro Abrantes	Tourism Destination Image of Oporto city by International Tourists
4	158	Rute Isabel Grilo Filipe Martins; Elsa Cristina Sacramento Pereira; António Fernando Boletto Rosado; Maria Margarida Ventura Mendes Mascarenhas	How has science highlighted sports tourism in recent investigation on sports' environmental sustainability?
5	159	Paulo José dos Santos Ventura; Carlos Jorge Pinheiro Colaço; Paulo Alexandre Correia Nunes	Architecture At The Service Of Nautic Tourism In Portugal Contexts And Practices In A Country Of Tourist Vocation
6	179	Elsa Cristina Sacramento Pereira; Ana Baptista	Innovative sports experiences in Algarve hotels: experiential learning in sport tourism curriculum

11:3013:00Paper Session 23 - A nice place to live is a nice place to visit

Room:

Chair: João Filipe Marques	ID	AUTHOR	TITLE
1	41	Carla Maria Alves da Silva; Andreia Raquel Albuquerque do Amaral Pereira; Manuel Reis; Cláudia Patrícia Almeida Seabra Moreira; José Luís Mendes Loureiro Abrantes	Gendered Perceptions of Tourism Impacts in Small Communities
2	57	Cláudia Patrícia de Almeida Seabra Moreira; Odete Maria de Matos Paiva; Norberto Nuno Pinto dos Santos; José Luís Mendes Loureiro Abrantes	Place Attachment and Authenticity Perception of World Heritage Sites - Do visitors and users feel the same?
3	90	Milene Margarida Gonçalves Lança; João Filipe Jesus Marques; José Fernando Bessa Ribeiro	Looking at the Relationship Between Tourism and Sex Beyond Sex Tourism
4	154	Ana Lúcia Valentim Custódio; Guilherme José Fresca Mirador de Andrade Castela; Nelson Tavares da Silva	Municipal Solid Waste Management In The Algarve (2014-2018) Contributions Of The Costatis Method For A Diagnosis Of The Attractiveness And Sustainability Of The Tourist Destination
5	194	Carla Maria Alves da Silva Fernandes; Cláudia Patrícia Almeida Seabra Moreira; Andreia Raquel Albuquerque do Amaral Pereira; Manuel Reis; José Luís Mendes Loureiro Abrantes	Rural Territories and Residents' Perceived Image: A Generational Analysis

13:0014:30Lunch Break

Friday, November 6th

14:3015:00Keynote Talk - Climate: An Existential Crisis - Keynote Speaker: Geoffrey Lipman, SUN^x, Malta

Introduced by: Jafar Jafari, The t-Forum Co-Founder

Room:

15:0016:30Panel 8 - Plenary Session - Climate Friendly Travel by Águas do Algarve

Room:

- Geoffrey Lipman, SUN^x, Malta (Moderator)
- Herbert Hamele, Ecotrans, Germany
- Gordon Sillence, Janela Aberta 2, Portugal
- Leslie Vella, Malta Tourism Authority, Malta
- Teresa Fernandes, Águas do Algarve, Portugal

16:3018:00Closing Session

Panel 9 - Plenary Session Agenda for Mobilizing Intelligence in Tourism (the t-Forum)

Room:

- Alfonso Morvillo, The t-Forum Co-Founder
- Geoffrey Lipman, SUN^x, Malta
- Jafar Jafari, The t -Forum Co-Founder (Moderator)
- Joao Albino Silva, CinTurs, University of Algarve
- Pedro Lopes, Pestana Group, Portugal
- Presentation of the Best Papers Awards
- Announcements and Closing Remarks

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