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Developing urban tourism in green infrastructure

Nilsson, Jan-Henrik; Johansson, Michael

2021

Document Version:

Publisher's PDF, also known as Version of record

[Link to publication](#)

Citation for published version (APA):

Nilsson, J.-H., & Johansson, M. (2021). *Developing urban tourism in green infrastructure*. Abstract from Atlas SIG meeting urban tourism, Netherlands.

Total number of authors:

2

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ATLAS SIG meeting Urban Tourism

New Directions for Urban Tourism Post-COVID

Rotterdam, The Netherlands

June 3-4, 2021

Before the COVID-19 pandemic struck, many cities were grappling with strong increases in visitor numbers which had resulted in a phenomenon that was widely being described as 'overtourism'. This was partly attributed to budget airlines, Airbnb, problems of tourist (mis)behaviour within the night-time economy, as well as a lack of planning, investment and general mismanagement. Numerous case studies abounded within the academic literature that offered both examples and solutions. This was followed by more conceptual contributions that debated degrowth, tourism transformations, mobilities, city hospitality, placemaking and more.

The COVID-19 pandemic has had a strong impact on urban tourism, and this requires yet another shift in conceptual thinking and applied measures. In this context cities provide interesting spaces in which to experiment and innovate, not least because they already provide a home for thousands of residents whose leisure patterns and quality of life have also been severely disrupted in recent months. Those who were deeply concerned about overtourism pre-COVID may now be lamenting the lack of economic opportunities and the income that tourism provided. Nevertheless, it is not desirable to return to the levels of unsustainable growth and disregard for resident wellbeing that existed previously. The travel behaviour of visitors will surely change, at least in the short term, as they are less inclined to visit crowded places and to gather in large groups. This may reduce urban tourism as whole or it might change the distribution of visitors from major attractions to less visited areas. Such a development could be positive, in that it provides areas with new opportunities for value creation, allows cities to develop a more diverse portfolio of options, which may make them more resilient, and fits with trends such as creative tourism and 'New Urban Tourism'. It could also provide residents with a greater variety of leisure activities and experiences within their own city. Indeed, several DMOs promoted such intra-city tourism as a means to support the visitor economy during the pandemic, also with an eye on stimulating residents to become prouder of their city. At the same time such a development may have negative effects. If tourism is developed in a way that does not fit the locality and residential functions are replaced with those aimed at visitors.

This event seeks to provide some recommendations for future developments and new directions in both leisure and urban tourism post COVID 19. These may relate to product development, experience creation, visitor flow management, sustainable planning, smart solutions or other relevant themes. In particular we are interested in what may be put under the umbrella of 'off-the-beaten track' experiences and how they might contribute to the quality of life and experience in cities. Also, we invite scholars to think about tourism in relation to wider urban developments, rather than as a singular economic sector. Questions could relate to the expectations and desires that host communities have from tourism, tourist motivations, governance, participative planning and network structures, as well as the design of tourism experiences that support local issues and processes.

Key Themes:

- Future prospects for off-the-beaten track tourism
- Post-COVID measures and security
- De-growth or de-marketing of urban tourism
- Understanding overtourism and providing solutions
- SMART urban tourism and the role of technology and digitalisation
- The contribution of tourism to liveable cities, wellbeing and quality of life
- Sustainable urban tourism planning and management
- City hospitality and urban tourism (including the future of Airbnb)
- Re-distributing visitors and managing flows
- Placemaking in the context of urban tourism
- Creative cities
- Participatory urban governance
- Urban tourism and resilience

Co-ordinators



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I am Professor of New Urban Tourism at Inholland University of Applied Sciences in Rotterdam, who has been involved in sustainable tourism for nearly twenty years. My work focuses on sustainable urban tourism with an emphasis on new urban tourism, overtourism, city hospitality and tourism of inequalities (slum tourism).

In recent years I have mainly worked on managing tourism impacts. I am author of the UNWTO report on overtourism, and editor of the books “Slum Tourism: Poverty, Power and Ethics” and “Tourism and Geographies of Inequality: The New Global Slumming Phenomenon”. In addition to this, I have also published in a variety of academic journals.

I have managed multiple European research projects (JPI Urban Europe, H2020, European Commission) and am currently involved in the project ‘SmartCulTour), which involves creating a more sustainable development of cultural tourism.



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Dr Melanie Kay Smith (PhD) is an Associate Professor, Researcher and Consultant whose work focuses on urban planning, cultural tourism, wellness tourism experiences and the relationship between tourism and wellbeing. She is Programme Leader for BSc and MSc Tourism

Management at Budapest Metropolitan University in Hungary. She has lectured in the UK, Hungary, Estonia, Germany, Austria and Switzerland as well as being an invited Keynote speaker in many countries worldwide. She was Chair of ATLAS (Association for Tourism and Leisure Education) for seven years and has undertaken consultancy work for UNWTO and ETC as well as regional and national projects on cultural and health tourism. She is the author or editor of 15 books as well as more than 90 journal articles or book chapters. Her most recent research focuses on the impacts of 'overtourism' and resident resistance in cultural cities and the changing nature of urban cultural tourism.

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Organisers

Association for Tourism and Leisure Education and Research



ATLAS was established in 1991 to develop transnational educational initiatives in tourism and leisure. ATLAS provides a forum to promote staff and student exchange, transnational research and to facilitate curriculum and professional development. ATLAS currently has members in about 50 countries.

The objectives of ATLAS are:

- To promote the teaching of tourism, leisure and related subjects
- To encourage the exchange of staff and students between member institutions
- To promote links between professional bodies in tourism, leisure and associated subjects and to liaise on educational issues, curriculum development and professional recognition of courses
- To promote transnational research which helps to underpin the development of appropriate curricula for transnational education

ATLAS promotes links between member institutions through regular meetings and information exchange and its main activities are: organising conferences and Special Interest Group meetings on issues in tourism and leisure education and research; organising webinars, providing information services and publications, including the ATLAS mailing list, ATLAS website with member portal and the yearbook ATLAS Reflections and the organisation of and participation in transnational research projects, for example on cultural tourism and sustainable tourism.

ATLAS is also represented at regional and local level by sections such as ATLAS Europe, ATLAS Asia-Pacific, ATLAS Africa, ATLAS Latin America and ATLAS Middle East. The regional sections of ATLAS have developed their own programme of activities and publications to respond more closely to the specific needs of members located in these regions and those with related research interests. Membership of ATLAS regional associations and special interest sections of ATLAS is open to all ATLAS members.

ATLAS membership is open to bona-fide educational institutions and professional bodies with educational, research or professional interests in tourism, leisure and related areas. The 2021 annual fee for ATLAS full members is € 325. For organizations situated in countries in Central and Eastern Europe, Africa, Asia and Latin America the fee will be € 200. Patron members pay a fee of € 500.

The benefits of membership are:

- Regular mailings of information, including updates on ATLAS projects, conferences, meetings, publications and other activities
- Access to the ATLAS Member Portal on Internet with exclusive access code
- The annual ATLAS conference, which provide an opportunity to network with other members
- Conferences organised by regional associations, such as ATLAS Asia-Pacific and

ATLAS Africa

- ATLAS members can participate in a wide range of projects run by ATLAS in the areas of tourism and leisure education and research
- ATLAS members are listed on the ATLAS homepage, giving teachers and students easy access to information about your institution via Internet
- ATLAS members have access to research information gathered through ATLAS international projects
- Distribution of information about your programmes, projects and products via the ATLAS mailing list
- ATLAS members are entitled to substantial discounts on ATLAS conference fees and selected ATLAS publications

For more info, please visit the ATLAS website at <http://www.atlas-euro.org> or send an email to admin@atlas-euro.org.

Local Organiser

Urban Leisure & Tourism Lab Rotterdam was founded by the Creative Business domain of Hogeschool Inholland. Collaborating with local authorities, businesses, residents, entrepreneurs, researchers and students, they explore the ways in which tourism can make a city better.

Programme

Thursday 3rd June

9.00 – 9.30: Arrival, welcome and introductions

9.30 – 10.00: Introduction to the themes of the SIG (Ko Koens and Melanie Smith)

10.00-11.00: SIG member presentations: **Tourism and Quality of Life in Cities**

10.00-10.20: *Does tourism improve living conditions of urban residents? A pan-European analysis with EU-SILC data* (Anna Bornioli, Susan Vermeulen, Jeroen Van Haaren and Giuliano Mingardo)

10.20-10.40: *Conditions for tourism development in the peri-urban, and how to overcome them* (Matias Thuen Jørgensen, Jon Sundbo and Lars Fuglsang)

10.40-11.00: *Transformations in tourist cities: the case of urban ageing* (Wilbert den Hoed)

11.00-11.15: Coffee break

11.15-12.35: SIG member presentations: **Over (and Under)tourism and Tourist Flows**

11.15-11.35: *Demarketing and overtourism: a shift in the destination management paradigm?* (Sofía Mendoza de Miguel, Beatriz Martínez, Manuel de la Calle-Vaquero and María García-Hernández)

11.35-11.55: *Undertourism and resilience in an urban heritage destination - Souq Muttrah in Muscat, The Sultanate of Oman* (Manuela Gutberlet)

11.55-12.15: *The Media Framing of Overtourism* (Christian Haase)

12.15–12.35: *Management of pedestrian tourist flows with Flickr and Space syntax* (Elena Ferreira Calzada and Manuel de la Calle Vaquero)

12.35-13.15: Lunch break

13.15-14.15: SIG member presentations: **Sustainable, Green and Creative Cities**

13.15-13.35: *Alternative models for sustainable tourism: doughnut economics applied to tourism development* (Shirley Nieuwland)

13.35-13.55: *Developing urban tourism in green infrastructure* (Jan Henrik Nilsson and Michael Johansson)

13.55-14.15: *The use of intangible heritage and creative industries as a tourism asset in the UNESCO Creative Cities Network* (Alexandra Georgescu Paquin, Marina Canela Busquiel, Jordi Arcos-Pumarola and Marta Hernández Sitges)

14.15-14.55: SIG member presentations: **Spatial and Social Theory**

14.15-14.35: *Bringing the social back in: A sociological approach to tourism typologies* (Lukas Alexander, Elisabetta Mocca and Niklas Pernhaupt)

14.35-14.55: *Heterotopic 'spacing' in the city: Gazing like a tourist in everyday spaces* (Desmond Wee)

14.55-15.15: Coffee break

15.15-16.15: SIG member presentations: **Resilience and City Management**

15.15-15.35: *Perspectives for a PROsiliant participatory destination governance model* (Eva Erdmenger)

15.35-15.55: *A communicative approach to resilience in urban regions* (Maria Månsson, Jörgen Eksell)

15.55-16.15: *Tourism cities and crises: Current debates and future research directions* (Cristina Maxim)

16.15-16.30: Summary of the main issues of the day

16.30-17.30: Social event and virtual tour of Rotterdam

Friday 4th June

9.00-10.20: SIG member presentations: **Impacts of COVID**

9.00-9.20: *Travelling your own City – New Urban Tourism during the COVID-19 Pandemic* (Thomas Frisch, Luise Stoltenberg and Natalie Stors)

9.20-9.40: *Metropolitan Tourism in the Wake of Covid-19: local experiences, changing patterns and future directions in London and Paris* (Ilaria Pappalepore, Maria Gravari-Barbas, Johannes Novy, Adam Eldridge, Maja Jovic, Segolene Pruvot and Andrew Smith)

9.40-10.00: *Impact of pandemic of covid-19 on entrepreneurs on Royal Route in Prague* (Marek Neuman)

10.00-10.20: *Impacts of COVID-19 in the Tourism Industry of Lisbon* (Mariana Casal-Ribeiro)

10.20-10.35: Coffee break

10.35 – 11.55: SIG member presentations: **Post-COVID Tourism**

10.35-10.55: *Smart City for Tourism Post Covid 19* (Tang Liu)

10.55-11.15: *Post-COVID perspectives on sustainable urban tourism policy development* (Nils Grube)

11.15-11.35: *Before and After COVID-19: Analysis of Tourist Expectation and Perceived Image of Barcelona Urban Tourism for Chinese Market Based on Social Media User-generated Content* (Xinge Liao, Dolores Sánchez Aguilera, Francesc Xavier Roigé Ventura)

11.35-11.55: *Post-Covid tourism in urban destinations: The cases Dubai, Hong Kong, and Bangkok* (Felix Kavak and Isabel Paulino)

12.00-12.30: Final discussion with Ko Koens and Melanie Smith

12.30-13.30: Replay of Ko Koens's inaugural lecture from 2nd June: *Re-inventing tourism: towards sustainable urban tourism design*

Abstracts

Bringing the social back in: A sociological approach to tourism typologies

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Academic tourism researchers developed a broad range of typologies to assist the analysis of how the characteristics and effects of tourism play out in diverse geographical areas. Most tourism-related typologies tend to be focused on economic aspects. Indeed, they are either demand-oriented, being built on tourist characteristics, or supply-oriented, taking into account destination characteristics. However, variables capturing the situation of local communities and the effects that tourism engendered on the latter are seldom included in tourism typologies. Critical contributions have highlighted how tourism severely impacts on local communities, by triggering social exclusion dynamics producing both socio-economic inequalities and uneven territorial distribution patterns. To better understand the exclusionary effects of the travel industry within a society, it is necessary to shed light on social protection mechanisms and structures of inequality. The lack of these latter aspects limits the explanatory power of such classifications to the economic sphere, thus providing a partial reading of the social implications of tourism. As a consequence, existing typologies can hardly tell us how changes in mobility patterns, such as the travel bans introduced to contain the spread of the Covid-19, affect communities that depend on income from tourism. Therefore, in this paper we want to identify possible entry points to extend classifications and construct a new typology that accounts for tourism as well as the social dimension. To do so, in a first step, we conducted a general scoping review to achieve two main aims. First, to get an overview of how tourism typologies have been developed by previous research in the field. Second, to identify keywords and sources to undertake a systematic literature review (SLR). Indeed, in the second step, we carried out a SLR of academic research that developed tourism typologies. We restricted the time frame of the SLR to the past 20 years. This choice was due to the fact that this period has been characterised by two crucial turning points: the Great Recession in 2008 and the Covid-19 pandemic outbreak in 2020. By taking into account a 20-year timespan, it is possible to investigate how the perspectives on and classifications of tourism changed in response to these disruptive events. In addition, the SLR investigated if and how attempts were made to include a social dimension, particularly indicators that express forms of inequality, and a territorial dimension, by targeting sub-national units, such as regions and cities. The SLR would help us identify the shortcomings of existing tourism typologies from a social and territorial viewpoint. To address these limitations we constructed a new socially-oriented typology employing established classifications of welfare states, social exclusion and labour markets. The proposed typology provides a helpful tool for tourism research interested in adopting a socially-sensitive and territorial approach to the analysis of the impact of tourism.

Does tourism improve living conditions of urban residents? A pan-European analysis with EU-SILC data

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Jeroen Van Haaren
Giuliano Mingardo

Tourism is generally seen as a catalyst for the economy. In some contexts, tourism development has also been implemented as a tool for poverty alleviation and to improve quality of life. However, there is little evidence on the impacts of tourism development on living conditions of residents in developed countries. We examined associations between tourism development and living conditions in the European context, employing regional data at urban level on tourism stays and living conditions of the past twenty years. The analysis is part of the SMARTDEST project, funded by H2020, which is exploring the potential negative externalities produced by tourism on local communities in European cities. The aims of this specific analysis were: 1. To assess whether regional and urban tourism stays are associated with a prospective improvement of living conditions of local residents. 2. To establish whether living context (urban, town, rural) and socio-demographic characteristics have a role. Based on a pan-European dataset of regional data from Eurostat, EU-SILC and other international sources, we explored the effects of overnight stays at tourism accommodation establishments per capita (per local resident/per 1000 residents) on several variables with multilevel models. Variables of interest included self-perceived health of residents and the share of residents living in poverty deprivation. Controls included characteristics of each regional unit (including rate of unemployment, regional Gdp per capita), year and region. Preliminary results show that tourism can improve living conditions of residents, but only in specific contexts and among specific age groups. In other words, tourism has both winners and losers, and not every social group benefits from tourism development. In particular, urban tourism is not always associated with benefits for local communities, and in some cases it seems to be associated with increased poverty deprivation and worse perceptions on health. We suggest that gentrification, precarious labor conditions related to tourism sector, and housing market crisis might have a role. Specifically, rising costs for living in tourist cities might be a burden for some social groups.

Perspectives for a PROsiliant participatory destination governance model

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Since the advent of the pandemic caused by COVID-19 virus (also referred to as coronavirus), shared public space between residents and visitors has turned into empty space - or to adopt the words of the Malaysian poet Cecil Rajendra (1978, cited in Postma 2013) "the tourists flew out". The global travel halt since March 2020 proofed that tourism is not a "no-brainer" and that

it requires comprehensive planning, financing and also political attention. Thus, this contribution proposes a prosilient (Thagard 2013) participatory governance model for urban destinations. In this context, prosilient means instead of bouncing back to the state before the disruption, to progressively adjust and develop further after a concussion like the corona pandemic. The study bases on a qualitative research design that analyzes the needs, perceptions and emotions of residents in two popular European urban destinations: Copenhagen and Munich. On that account, focus groups combined with a photo elicitation were conducted in 2020 to complement numerous preexisting quantitative studies on this matter. The empirical data goes beyond the state of the art repetitively concluding traffic issues, tourist misbehavior, alienation, spatial overcrowding and such as the residents' perceptions of tourism. The in-depth discussions among residents showed on the unconscious level of mind that residents perceive their quality of life threatened by tourism if it influences four vulnerable needs: individual privacy, freedom, safety and collective identity. Based on this knowledge, the author developed a governance model that fosters residents' pride and enables them to participate to various extents in the local tourism development. Considering that the above-mentioned needs are not tourism-only issue, the model aims to lift tourism planning on the level of urban planning which often already comprises resident participation, political attention, a legal basis and a comprehensive collaborative governance approach. Concrete recommendations for action will be given to overcome the legacy of abstract governance models. Finally, this new governance approach supports destinations to prosiliently develop further and avoid the emergence of overtourism 2.0 in the renaissance of urban tourism instead of bouncing back to the unsustainable tourism growth of the last decades.

Impacts of COVID-19 in the Tourism Industry of Lisbon

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The COVID-19 pandemic is harshly impacting the tourism industry. This article analyses how the pandemic evolution of COVID-19 in Lisbon, registered cases and government's response to contain the outbreak have affected the tourism industry in 2020. A mix-method approach was used in this study: qualitative analysis to map all government measures implemented as attempts to contain the virus spreading and quantitative document analysis of publicly available regional epidemiological data and national tourism data. The results show that the spread of COVID-19 followed a two-wave pattern, with an initial wave between March and May and a second and less-controlled wave between October and December. In the first wave, the Portuguese government implemented a total lockdown and less severe measures were applied during the second wave, supporting that implementing less restrictive measures may affect the pandemic's mitigation and vice versa. The analysis also shows the direct impacts of COVID-19 in tourism, with significant losses in tourist arrivals, overnight stays and revenues generated in all months of the pandemic. These results can help to better understand the complexity of managing a pandemic crisis in tourism and adapt tourism crisis management models to pandemic situations. Further studies might help to monitor the pandemic's evolution until its end and to measure the impacts on the tourist industry in the medium and long term.

Management of pedestrian tourist flows with Flickr and Space syntax

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The uneven deployment of tourist use in the city and the need to understand its evolution in recent years make the definition of spatio-temporal models of tourist flows particularly useful when planning the tourist city. Different research methodologies have been used so far, from traditional tourist surveys to the use of GPS devices or the analysis of the digital footprint of tourists. This paper proposes a methodology that combines the use of geo-referenced photographs from the social network Flickr as a source of information with the Space syntax technique applied to the historic centre of Madrid. On the one hand, the role of photography as a form of consumption of the tourism experience has been the subject of numerous analyses. Nowadays, with the extensive use of mobile devices, social networks and geo-referencing, a digital footprint has been created. The analysis of this footprint allows differentiating types of users and their use of the city. On the other hand, space syntax is a family of techniques for spatial representation and analysis. In the urban environment it has been shown to be effective in the generation of movement prediction models. In this research, the tourist nodes of the city are defined from the aggregation of geo-referenced photos of tourists on Flickr and, using Space syntax, the probability of pedestrian connection between these nodes is evaluated and a model of the pedestrian tourist system of the city is generated. The transformation of this model into a graph allows the use of calculations to assess the level of integration of the system. An integrated system is one that offers multiple movement choices from the different nodes or landmarks, as opposed to a tree-like system. Lower system integration will lead to higher congestion in tourist flows. The footprint of tourist photographs in the historic city centre has been analysed for the years 2007 and 2018, generating for each time scenario its corresponding model of pedestrian tourist flows. The overlap of the map of photographic densities with the map of the most relevant urban projects carried out in the period between both dates shows the appearance of new tourist landmarks generated by these interventions. Once these models have been abstracted to a graph element, integration calculations have been carried out. The results of this research show how the new additions to the city's tourist landscape have contributed to redistributing part of the flow of tourists, to expanding the tourist footprint and to achieving a pedestrian system with higher integration values. From an urban and tourist planning point of view, the use of this type of model would allow, on the one hand, the consideration of the consequences of future interventions in the city from a tourist dimension, and, on the other hand, the possibility of a conscious redistribution of the pedestrian flows of tourists in the historic city centre.

Travelling your own City – New Urban Tourism during the COVID-19 Pandemic

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The ongoing global Covid-19 pandemic has a significant impact on tourism in general and urban tourism in particular. Prominent discussions around controversial topics, such as overtourism or tourismphobia, have lost their very material ground and relevance due to an unprecedented drop in tourism numbers worldwide. Travel restrictions continue to prevent a much longed-for restart and have fundamentally changed our mobility practices. In our contribution, however, we argue that the radical decrease of visitors cannot be understood as a breakdown or even the end of city tourism. Urban tourism still takes place, but its central actors have changed. Under quite different circumstances, residents have rediscovered, even if not voluntarily, possibilities of traveling in their vicinity. As a result, they have become tourists in their own city, perceiving their neighborhoods with different eyes. We use our conceptual approach of defining new urban tourism along three dimensions (Stors et al. 2019) to theorize this recent empirical observation. Our contribution asks how (1) the extraordinary mundane, (2) new encounters and contact zones, and (3) urban co-production are (re)configured under the current conditions of urban tourism. In this regard, we emphasize that urban practices, places and infrastructures, which are usually considered “touristic”, are not exclusively performed, visited and used by external visitors. Therefore, a conceptual distinction between “residents” and “tourists” has lost its explanatory power to adequately describe current new urban tourism phenomena. Instead, we have to understand them as processes of de-differentiation. The paper will present several arguments why it is far more productive to use the more inclusive notion of “city users” (Martinotti 1993) to discuss recent developments in urban tourism during (and after) the current crisis. It will raise attention to the heterogeneity of practices, perspectives, and actors that co-produce new urban tourism in all its facets—even in the midst of a global pandemic.

The use of intangible heritage and creative industries as a tourism asset in the UNESCO Creative Cities Network

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The forced hiatus due to COVID-19 pandemic has given destinations the occasion to rethink the different strategies and proposals to find alternatives to mass tourism for a more sustainable, creative, and experiential model. During the last decades, the importance of creative industries

has been increasing, as the recognition of the 2021 International Year of Creative Economy for Sustainable Development shows, with which the tourism sector will be aligned. Therefore, the objective of this paper is to analyze how creative industries, based on the intangible assets of a territory such as heritage, can be part of the solutions to improve tourism management and create a more attractive space for creative workers, tourists, and residents, for their contribution to placemaking and new experiences' creation. The UNESCO's Creative Cities Network launched in 2004 currently integrates 246 cities. Since 2016, those cities have been reporting and monitoring good practices in developing their creative industries through monitoring reports that they are required to publish every four years. Thus, a content analysis was performed on 131 monitoring reports by the 112 cities that have already published them in order to extract, on the one hand, the different programs, proposals, strategies, products, or actions that link creative industries and tourism developed by each city. And, on the other hand, the actors involved in those actions. This way, the preliminary results of this analysis allowed us to identify and categorize different strategies to relate tourism and creative industries. This paper will thus so contribute to the literature on the synergies between intangible heritage, creative industries, and tourism as part of a global movement for a more sustainable social model. The empirical results highlight good practices that can be applied and adapted to future destinations that have intangible assets on their territory and that want to work with the creative industries.

Post-COVID perspectives on sustainable urban tourism policy development

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The global spread of COVID-19 pandemic marks an unprecedented turning point in the history of tourism and will therefore fundamentally shape its future development. Especially in those cities where tourism has become a key economic sector, political decision-makers and destination managers are working under enormous pressure to seek ways and answers on how to continue after years of continuous growth. However, these discussions about new directions in urban tourism policy have to be set in close relation to the pre-pandemic situation: Growing tensions related to increased tourism and controversial debates on overtourism, touristification or the lack of stricter regulation led to significant shifts in the political agenda towards a sustainable tourism development in many European cities. This paper takes up the current dynamics in the field of tourism policy and focuses on ruptures and continuities in policy development pre- and post-COVID. To this end, the case of Berlin is used to illustrate the programmatic goals, progress, and experiences in the city's political realignment since 2018 and to reflect on them in light of the current situation. Based on qualitative-interpretative methods the Berlin Tourism Plan 2018+ and its policy concept of city-compatible tourism will be deconstructed. This analytical step reveals how different ways of interpreting and understanding urban tourism converge within these approaches: (i) management-oriented approaches of sustainable tourism planning, (ii) new scientific models and theories on the "new urban tourism" and (iii) growth-preserving policies of the entrepreneurial city. Further empirical observations on the ongoing process subsequently demonstrate how policy conflicts inevitably arise due to these inherent, in some cases strongly contradictory understandings of (urban) tourism, and how these conflicts significantly affect the implementation of the whole agenda. Based on these findings, the paper concludes by arguing that, especially in the face of current challenges, a

broader discussion on the continuation of the supposed paradigm shift and further negotiation on the main principles of sustainable tourism policies in the urban context will be necessary.

Undertourism and resilience in an urban heritage destination - Souq Muttrah in Muscat, The Sultanate of Oman

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Until March 2020 Oman was one of the emerging, international tourist destinations on the Arabian Peninsula. Since the outbreak of COVID-19, international tourism came to a standstill in the Sultanate of Oman. Souq Muttrah is the oldest market place in Oman and one of the top urban heritage destinations in the capital Muscat. It is located in the district of Muttrah, opposite to the cruise liner port. Prior to the pandemic, mega-cruise liners arrived daily during the winter season. At that time, overtourism conceptualized in overcrowding, a loss of authenticity, a loss of social capital were major impacts facing the local community.

My research is part of a long-term research project on tourism development. The results presented are based on qualitative methods such as interviews and ethnography. Since the reopening of the souq, after five months of lockdown of the district in 2020, the souq has been facing undertourism, uncertainties and divisions. On the one hand, the Omani and Asian expat communities have 're-taken the souq'. Most vendors are more resident-oriented and adapted quickly to local customers. On the other hand, other shop vendors sold their business and left the place. They started a new venture outside the souq. Tourist shops that opened a few years ago are struggling to survive. Male Asian vendors have lost their jobs and returned with uncertainties to their families. Their remaining colleagues hope to keep their jobs and that international tourism will recover soon as a result of vaccinations worldwide. My research calls for holistic measures and investment into a people-oriented, hopeful post-COVID-19 recovery of tourism in urban heritage destinations on the Arabian Peninsula. Care and planning into the resilience of heritage destinations and the recovery of multi-ethnic communities with their unique social capital is required.

The Media Framing of Overtourism

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The problem we face when seeking to better understand overtourism is that it can just partially be determined objectively using quantitative metrics but genuinely includes aspects of perception. Even though mass media, according to the social constructivist paradigm, plays a crucial role in the perception of social phenomena, it has received little attention in this specific context. Therefore, this paper investigates the content of three Bavarian printed media outlets containing the word overtourism (from September 2017 to October 2020; n=117) and seeks to provide a new perspective on the topic in the German-speaking world. The research questions regarding the regional media discourse on overtourism were as follows: (1) Who or what is argued to be the dominant problem/cause for overtourism? (2) How is tourism therein

(linguistically) problematized, and what kind of associations does that provoke? Due to the media-analytical orientation of the study, the framing concept was suitable as a theoretical foundation. The process of framing describes the selection and emphasis of distinct aspects of perceived reality. During this process, these aspects are made more salient, which means more retrievable by the consciousness. That can influence our thinking and ultimately our actions or legitimizes certain acts of others. Methodologically, the framing analysis was operationalized in MAXQDA through category-based qualitative content analysis as well as linguistic metaphor analysis of so-called figurative frames. In addition to the hermeneutical approach, the identified problem- and cause-categories were interconnected using a normed phi-correlation coefficient. This supported the interpretative process statistically and helped uncover recurring narrative structures. Although the problems given in media discourse on overtourism are generally diverse, there is a pronounced tendency towards “overcrowding”. The Coronavirus pandemic seems to further promote this interpretation, even though the topic of overtourism has lately lost some of its importance. Regarding the causes, “social media” (Instagram, etc.) and the trend towards individualization and self-staging has replaced “cruising” in the last years. Dealing with the attraction that these online services can exert in the tourism sense can therefore be seen as a big challenge for established and emerging destinations. Linguistically, the content in the reviewed articles is often staged in a populist and sensational manner. Especially in the case of overcrowding, problems are frequently personified and consequently open to intolerant and ethnocentric reinterpretations. Metaphors built up threat scenarios (invasion, siege, etc.) to further support these narratives. The practice of othering expressed therein stigmatizes tourists being the root of local’s problems or even declares them to be attackers of their world and thus a hostile outgroup. Accordingly, frames are constructed with the potential to strain the native-tourist relationship and counteract the social coexistence between different social and/or national groups. In summary, the media portrayal of overtourism tends to draw an increasingly undifferentiated picture of negative tourism developments to the disadvantage of tourists. Above all, this emanates from the predominating problem of overcrowding in media. In the future, therefore, this should be counteracted in order to lead tourism in a socially sustainable manner into a post-Covid era.

Transformations in tourist cities: the case of urban ageing

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The health crisis and socio-economic effects of the ongoing COVID-19 pandemic are profoundly impacting urban tourism around the world. Despite the thunderous entrance of the pandemic, however, urban tourism is taking place among a wider set of longer lasting developments and challenges. Cities (still) grapple with widening social inequalities and unsustainable mobility systems, and, collectively, are major contributors to climate change. Although tourism researchers seem to agree that the return of urban tourism should be more environmentally sustainable and have greater regard to resident wellbeing (Ioannides & Gyimóthy, 2020), designing a truly sustainable, future-proof urban tourism landscape should thus be sensitive to this wider array of challenges. A key impact of tourism that intersects with socio-spatial inequalities, health and climate change, among others, is found in the mobilities domain. Tourism produces intense movements of people, vehicles, capital and information, and transforms cities into places of mobility and immobility alike. These (im)mobilities have diverse

effects on residents, in which lower income groups (Cocola-Gant & Lopez-Gay, 2020) and older people (Quinn, 2007) are typically worse off. Regarding the latter group, academic debates around tourism mobilities could benefit from stronger engagement with disciplines in which the societal effects of population ageing have become mature subjects of research. While some of the language around ageing seems to presume immobility – ‘ageing in place’, ‘staying put’ – , older people are also growing segments of destination populations and visitor profiles. Yet, they are starkly underrepresented in most research on (newer) forms of tourism, especially considering the heterogeneity of individuals within this group (Morgan et al., 2015). This paper sets the scene for new research around the topic of ‘age-friendly’ tourism. It outlines how an integrated approach to mobilities, ageing and tourism can reveal what it takes for tourism to be more socially sustainable. What can tourism research learn from urban ageing literature? What can tourist cities do to better accommodate people of all ages and abilities? And, for instance, are the mobilities of proximity tourism, slow tourism and wellbeing tourism a good fit with the age-friendly rationale? Using a number of agenda-setting articles on urban ageing (e.g. Van Hoof et al., 2018 and Buffel et al., 2019), this paper introduces ageing and urban tourism as combined challenges. Firstly, they both entail a shift in individual needs and preferences in terms of mobility, housing and (public) services. Secondly, the ‘age-friendly city’ principles collectively concern the core of the tourism experience, such as wellbeing, access to lively streets, shops and services, and active participation in social and economic activities. In conclusion, this paper prompts urban tourism research and planning to envisage age-inclusive and empowering spaces and to contribute to convivial urban environments for both resident and visitor.

Conditions for tourism development in the peri-urban, and how to overcome them

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Within development, planning and geography, research has increasingly left the rural urban dichotomy behind in favor of a focus on the relations between them (Tacoli, 1998). Weaver (2005) and Gon (2017) have argued that this transition has not found its way to tourism studies. Weaver (2005) also argues that while tourism research has ignored the urban-rural fringe, the “study of the urban–rural fringe within geography and other social sciences has neglected tourism” (p. 27). This leaves a gap in the literature, which few have attempted and, we argue, none have succeeded in filling. With this paper, we aim to take a step in that direction by investigating the conditions for tourism development in the peri-urban. We define the peri-urban as the complex set of relationships between actors working beyond the continuously build-up suburbs of a central city, but within a larger functional region, strongly influenced by the urban city. Based on this definition, we aim to answer the following research questions: What are the conditions for tourism development in the peri-urban? and how do tourism businesses successfully overcome the challenges and take advantage of the opportunities of the peri-urban? We investigate this question through a case study of the region of Zealand in Denmark, which is characterized by its peri-urban location in relation to Copenhagen. We conduct an in depth document study of the conditions for tourism development in the region. This was also

used as an outset to select two cases – business clusters - that have been successful in overcoming challenges of the peri-urban. We follow these cases through a longitudinal study spanning three years. We combine interviews and observation data, to gain insights on how and why they were able to overcome the challenges, and take advantage of the opportunities of the peri-urban conditions for tourism development.

Post-Covid tourism in urban destinations: The cases Dubai, Hong Kong, and Bangkok

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The coronavirus pandemic has affected tourism core structures in a before unimaginable way with undoubtedly long-term changes in the industry (Goessling et.al 2020). Since urbanization reached a point of integrating over 50% of the global population, cities and crowded urban areas have due to their nature turned into hot spots of the COVID 19 pandemic, directly affecting tourist behavior making them less willing to travel to these destinations. This scenario pushes urban destinations to implement crisis management, urban planning, and coping strategies to survive in the more and more competitive tourism industry. This paper aims to highlight good and bad urban practices coping with the pandemic and the overall preparedness and innovation strategies in place to maintain a competitive advantage under the resilience-based framework (Sharma et al., 2021). The objectives of the paper are measured under this framework in form of government response, technological innovation, local belongingness, and consumer and employee confidence, specifically focusing on the new economic order and general initiatives to overcome the pandemic in tourism terms of Dubai, Hong Kong, and Bangkok. The three analyzed cities are highly touristic cities slowly transitioning into a post-covid phase, focusing each on different types of tourism (MICE, Leisure, Culture). Results show, that early efforts in sustainable development, urban planning, and smart city initiatives tend to put destinations in a competitive advantage in the post-covid tourism industry. Strong leadership and tourism stakeholder involvement by government authorities during the pandemic seemingly influence the resilience of the sector positively as the case of Dubai shows, yet demonstrates the arguability on whether pre-covid mass tourism standards will succeed in the future as well as rising the doubt about measuring the success of tourism destinations solely on the numbers of tourist arrivals like Bangkok's change of tourism strategy demonstrates. Results also prove that a destination's reaction and communication during the pandemic directly affect the image. This most certainly lowers demands for certain destinations, such as in the case of Hong Kong caused by China's harmed image. In conclusion, Urban destinations are, due to the nature of the pandemic, in the need of radical adaptations. Depending on the main type of tourism shaping the industry of the city, they are facing different challenges while overall competing on an even tougher level than pre-pandemic. This research provides valuable knowledge for urban destinations worldwide, by providing validated positive and negative urban strategies, which conform to a guideline to overcome the adaptation to the new context.

Before and After COVID-19: Analysis of Tourist Expectation and Perceived Image of Barcelona Urban Tourism for Chinese Market Based on Social Media User-generated Content

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The research aims to explore the tourist expectation and perceived image of Chinese cultural tourism in Barcelona and how COVID-19 pandemic changed the focus of tourists' attention when traveling, based on indications from the use of social media and Big Data. The travel user-generated content on social media has an important influence on tourists' travel decisions, also reflects the expectations and perceptions of tourists. In-depth mining and analysis of these fragmented tourist user-generated content will help tourism destinations have a deeper understanding of themselves. This study takes Barcelona's urban tourism as the case, using the Barcelona urban tourism-related user-generated content on Chinese largest social media Weibo as the research material. From the perspective of urban tourists' travel expectations and their sentiments after actual travel, it explores the perceived image of the Chinese tourism market before the pandemic, as well as tourists' praise and criticism opinions on Barcelona urban tourism. At the same time, COVID-19 pandemic has changed the focus of attention of tourists when traveling. Based on this, this study explores the focus of the Chinese tourist market on Barcelona tourism in the post-epidemic era. Finally, based on the user-generated content of social media, a number of reference suggestions are provided for the development of post-COVID Barcelona's urban tourism facing the Chinese market. This research helped to improve and enrich the theoretical system of studying Chinese tourism, with the ultimate goal of providing analytical bases on tourists' expectations and perception images, helping consumers and sellers and producers of the urban tourism market. Using big data to study urban tourism and tourists, this study also provided methodological guidance for the sustainable development of urban tourism destinations. In this sense, this research is an original contribution by providing not only theoretical, but also analytical and methodological bases.

Smart City for Tourism Post Covid 19

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Cities and tourism entities invest massive resources into smart system initiatives as information technologies are a key factor for a city's destination competitiveness. Moreover cities around the world are increasingly recognizing the smart tourism city concept and related strategies as means of optimizing sustainable environments. Particularly for cities facing emerging issues of residents' negative perceptions towards tourism, smart tourism city empowers a city to rise to this challenge by creating urban spaces that residents and visitors can enjoy together. However, smart tourism city research initiatives still fail to address the full spectrum of related and potential developments. This paper presents a conceptual approach to defining smart tourism

city: the smart city and its components are defined and contrasted with smart tourism and its components. The resulting convergence—smart tourism city—is then examined in light of a number of pioneering examples of smart tourism cities and its vital roles in the age of sustainable development. The main purpose of this paper is to show the interests of locals and tourists context and the roles of ‘smart’ government leadership to researchers and practitioners. As a mega city, Shanghai has a large population, a large flow, and dense functions. It has the characteristics of a complex giant system. The construction, development, operation and governance of the city are intertwined and intricate. To meet the needs of tourism market after covid 19, Shanghai makes full use of digital methods to explore new ways of social governance in the mega city, and respond the people's new expectations for a better life. Shanghai focuses on promoting government services "one network through one network" and city operation "one network unified management", speeding up the construction of a new type of smart city, vigorously developing a new online economy, creating first-class digital infrastructure, and laying a solid foundation for the city's digital transformation. Facing the new opportunities and challenges in the new development stage, tourism entrepreneurs are required to clearly recognize the situation, seize the opportunities, take advantage of the situation, and firmly grasp the overall and long-term major strategy of urban digital transformation, and further strengthen the firmness and sense of urgency, persist in overall transformation, all-round empowerment, and revolutionary reshaping, and make every effort to fully promote the digital transformation of the city, and strive to create a new miracle of Shanghai's development in the new era.

A communicative approach to resilience in urban regions

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The Covid-19 pandemic has fundamentally changed travel patterns to and in urban regions. Destinations have seen a dramatic shift from overtourism to undertourism. This research explores how the pandemic has reconceptualised the relationship between the urban and rural. In particular this paper discusses the relationship between media narratives and tourism flows, and the implications for resilience in urban regions. This paper departs from theories of geography of communication (GoC). Media and communication scholars have this far been largely absent from resilience theorising and research (Houston et al., 2015). GoC explores the interconnectedness of media and space and has evolved as a result of the spatial turn (see Warf & Arias, 2009; Adams & Jansson, 2012). The data consists of interviews with relevant stakeholders (DMO representatives and managers of nature reserves and tourist attractions) and online news media texts on the region Scania, Sweden. The region offers cities such as Malmö and Lund, small towns and rural landscapes with national parks and reserves. A paradigmatic analysis of narratives that locate common themes or conceptual manifestations was conducted on the collected data (cf. Polkinghorne 1995). The reason is that narratives turn information and events into something that seems to be naturally occurring and meaningful to those encountering the narratives. The analysis shows the intimate relation between resilience in places and media narratives, and how the latter transform both conceptions and practices about resilience in places. Rural areas as well as natural reserves are contrived as places of physical distance and therefore attractive for urban dwellers and visitors. These places are

constructed as sustainable and safe places even with large numbers of visitors. Accordingly, the GoC-perspective advances an interdisciplinary approach to resilience in tourist places that reveals how the constitution of resilience in urban destinations is moulded by the politics of media and communication practices.

Tourism cities and crises: Current debates and future research directions

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As seen over the past decades, tourism cities are prone to many crises and disasters, either natural or man-made. Although such events tend to have serious consequences in urban destinations, this important area of research was neglected for many years, with most scholars starting to investigate crisis in tourism cities only after the year 2000. This may be a consequence of the lack of attention received in the past by urban tourism studies in general (Ashworth & Page, 2011; Maxim, 2016). Currently, tourism destinations across the globe are facing one of their biggest challenges since World War II, with lockdown measures and restrictions imposed in many countries in an effort to control the spread of the coronavirus pandemic (COVID-19). As seen during this crisis, large cities tend to be among the destinations most affected by such events. This paper therefore aims to help fill this gap by analysing the research published on crisis in tourism cities, and trying to understand how this field of study evolved over the years. It thus carries out a systematic literature review of the papers published on the topic through searches on four key databases (i.e. Scopus, EBSCO, SAGE and ProQuest). When analysing this data, a number of aspects were considered, including the journal and year of publication, cities studied, types of crisis discussed, and methodologies employed. Additionally, a content analysis was conducted to identify the main topics discussed in the analysed papers and to highlight future research directions. The results show that there is an imbalance in research, with many gaps and a lack of theoretical studies to help expand this field of study. This has implications for city destinations and the industry, with limited research available to guide them better prepare and respond to crises.

Demarketing and overtourism: a shift in the destination management paradigm?

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In the context prior to the global pandemic caused by Covid-19, the rapid global growth of tourism flow accentuated concerns about the negative effects of tourism in urban destinations, a set of effects that were encompassed under the term "overtourism". The emergence of overtourism has been related to an absence of good management. In response to this situation,

various organisations are calling for a change in public destination management policies and advocate for the reinvention of DMOs into DMMOs (destination development, marketing and management organisations) to effectively manage overtourism. Some destinations have started to develop measures to control overtourism and demarketing is one of the strategies being considered to contain this phenomenon. This strategy includes general demarketing actions, focused on reducing the demand for specific attractions and spaces –decongestion and decentralization–, and selective demarketing actions, focused on discouraging the demand of certain groups of customers and favouring the demand of “deluxe tourism”. This study investigates the application of tourism demarketing strategies in Spanish cities in the period previous to the emergence of Covid-19. Firstly, we identified those destinations that have implemented demarketing measures. Secondly, we analysed the strategies implemented, checking their compliance with the general objectives of controlling overtourism. The working methodology consisted of: (a) the analysis of the tourism planning documents of each city, (b) a press search of demarketing-related measures developed by the destinations and (c) interviews with representatives of the DMOs. The analysis was aimed at identifying turning points in destination marketing strategies in order to identify whether or not there are changes in promotion policies and the extent of such changes. The results obtained show that demarketing measures have been adopted in a small number of cities (some of the most important urban destinations in Spain). Besides, in many of these destinations, contradictions are found: at the level of theoretical discourse, the need for deconcentration, decongestion, and even discouragement is assumed, but practical applications are very limited and traditional promotion campaigns continue to be carried out. Furthermore, most of the measures developed are aimed at the decentralization of the city (for example, in Madrid, the campaign "Madrid 21 distritos" to extend the tourist footprint throughout the city stands out), or at achieving a better coexistence between tourists and residents (for example, in San Sebastian, one of the campaigns developed was "Love San Sebastian. Live Donastia" aimed at tourists to respect the city and its inhabitants. The change towards a new paradigm of tourism management does not seem to have been achieved. There is an important gap between the theoretical approaches that systematize the implications of demarketing strategies and the reality of their application in the most popular urban destinations of a country with a great tourist tradition and many visitors, such as Spain. To a large extent, traditional models of tourism management oriented to the undifferentiated attraction of a higher number of tourists and promoting the same already well-known tourism attractions continue to prevail.

Impact of pandemic of covid-19 on entrepreneurs on Royal Route in Prague

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Royal Route in Prague is one of the most visited places in Czechia. The route connects the most beautiful monuments in historic centre of Prague. Royal Route was before the pandemic of covid-19 overwhelmed with tourists and centre of Prague was considered as tourist ghetto. Entrepreneurs customized and increased the prices of their goods for tourists. It caused touristification and population loss in historic centre, loss of genius loci, tourist inflation and visual and noise pollution. The pandemic in the spring of 2020 froze the tourism worldwide. Czechia lost foreign visitors for long time. The most affected destination was Prague. Number of tourists in Prague between 2019 and 2020 decreased by 63,5 %. In the most affected months

the number decreased by 93%. Due to this huge loss this paper examines how did the pandemic affect the entrepreneurs on Royal Route in Prague. The article is based on qualitative semistructured interviews executed with owners of the stores on Royal Route. The stores were categorized to three groups according to the field survey from the summer 2020: restaurants, hotels and shops focused on tourists. In each group were chosen representatives for interviews. The interviews focused on the effect of revenues in the summer 2020, when domestic tourism in Czechia was restarted, and the impact of second wave which begun in autumn 2020. The data were processed by coding. This is the first study examining the impact of covid-19 on tourism retail by the personal view of entrepreneurs on the place which visit millions of tourists every year. Despite the danger of covid-19 on health, it is important to interest in the impacts of the pandemic on entrepreneurs and how they handle the crisis.

Alternative models for sustainable tourism: doughnut economics applied to tourism development

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Before the COVID-19 pandemic many destinations were struggling with the challenges urban tourism brought. Besides the opportunities and financial benefits it can provide to destinations, the boundaries of unlimited growth were increasingly being pushed. Issues related to excessive tourism, gentrification, touristification and the presence of short-term rentals has led to a wide range of impacts on touristic destinations. Among them increasing rents and housing prices, presence of tourism dedicated businesses, change of city culture, loss of authenticity and overcrowding (Cocola-Gant & Lopez-Gay, 2020; Jover & Díaz-Parra, 2019; Koens, Postma, Papp, 2018; Mansilla & Milano, 2018). This is not only the case anymore in the most famous destinations like Amsterdam, Barcelona or Venice, but also in lesser known cities, or even specific neighbourhoods or small towns (Milano, Cheer & Novelli, 2019). In addition, the impact of travelling on the climate has been part of the (academic) discussion on sustainable tourism for a long time already as well (Bramwell, Higham, Lane, & Miller 2017; Ruhanen, Weiler, Moyle, & McLennan, 2015), as increasing global mobility and a growing carbon footprint are inextricable. It has been argued that such issues should not only be seen as a tourism problem, but as the result of widespread neoliberal policy making (Higgins-Desbiolles, 2018; Milano, Noveli & Cheer, 2019; Novy, 2014). Therefore some scholars have been advocating a paradigm shift in the tourism discourse that focusses on degrowth (see for example Fletcher, Murray Mas, Blanco-Romero & Blázquez-Salom 2019; Higgins-Desbiolles, Carnicelli, Krolkowski, Wijesinghe, Boluk, 2019; Milano et al., 2019). Degrowth refers to a process where society moves away from a growth-based economy in which for example social wellbeing and ecological sustainability are at the core of the development model (Kallis, 2011; Latouche, 2004). The COVID-19 pandemic creates momentum for destinations to steer tourism towards sustainable development and apply principles of degrowth. A concrete example of an economic model that challenges the idea of endless economic growth that is present in neoliberal thinking, is doughnut economics developed by Raworth (2017). The doughnut model consists of two 'thresholds': the social foundation that should be inclusive to all, and the ecological ceiling which represents the maximum amount of pressure on the planet. Doughnut economics operates between those two thresholds and with that creates a safe and just space for all (Raworth, 2017). In this research the theory of doughnut economics is applied to touristic destinations and

explores both the social foundation as well as the ecological ceiling within a tourism context as an alternative to unsustainable development and unbridled growth. As a research method participatory focus groups (workshops) are offered to DMO's and municipalities of touristic destinations in the Netherlands. By adopting a co-creative approach, the research investigates how different destinations envision future sustainable tourism development using doughnut economics as a model. Simultaneously, it provides tools for destinations to rethink and redevelop their (sustainable) tourism development strategies after the COVID-19 pandemic.

Developing urban tourism in green infrastructure

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Urban tourism depends on the place specific qualities of destinations. In many cities, climate change poses a threat to these qualities, through increasing risk of excessive heat, draught and flooding. Cities need to adapt to reduce these risks. One way of doing this is to improve their green infrastructure. Urban forests, parks, rivers and wetlands may help reduce the effects of climate change in cities. At the same time, green infrastructure provide a variety of ecosystem services to the community. In particular, cultural ecosystem services such as recreation, and esthetical values take place in urban green infrastructure; they provide value in the form of improved experiences. These mainly benefit the locals but they may also be important for tourism. Such relations between ecosystem services and tourism have in earlier literature been recognized in rural contexts but very seldom in urban. This paper reports preliminary findings from qualitative case studies in Malmö, Lund, and Helsingborg in the South of Sweden. They focus on how urban planning projects (primarily aimed at mitigating GHG emissions and adapting to climate change) can be extended to develop places where experience values for both residents and visitors are created alongside other kinds of ecosystem services. We suggest that the need for climate change adaptation in a city may be used as a means to improve its place specific qualities as a tourist destination. By developing green infrastructure in innovative and environmentally friendly ways, the quality of ecosystem services improves, including those relevant for both visitors and residents. Protecting and building green infrastructure, thereby enhancing a city's visible qualities and its reputation as a sustainable destination, may also be valuable in marketing the city.

Metropolitan Tourism in the Wake of Covid-19: local experiences, changing patterns and future directions in London and Paris

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The long-term impacts of the Covid-19 pandemic on city tourism are still unknown, but many academics, activists and stakeholders are hoping not to return to the normal that existed before Covid-19 but rather 'provide a vision of how the world can or is evolving into something different' (Ateljevic, 2020: 2). It seems therefore of great importance to not only look at the immediate impacts of the pandemic but also explore whether creative solutions are sought to not just bounce back, but bounce forward and steer tourism towards a more resilient and sustainable path. This paper draws on empirical research conducted by a team of researchers at the University of Westminster (London) and Panthéon-Sorbonne (Paris), which explores 1) what policy actions and plans affecting tourism have been put in place in London and Paris to respond to the crisis, and investigate some of the expected and actual impacts of these actions. 2) the role of grassroot actors, such as community groups and industry organisations, in informing such actions. 3) how policy actions, such as mobility restrictions, have affected the ways residents experience and consume their own city, and whether this has led to new ways of experiencing and exploring the city. Are measures primarily driven by a desire to 'bounce back', i.e. get tourism back on its feet or are solutions sought to 'bounce forward' and steer tourism on a more resilient and sustainable path? Have the restrictions brought about by the pandemic encouraged forms of New Urban Tourism? And what opportunities do creativity and innovation at grassroots level in the two cities present for the 'reinvention' of tourism policy? The objectives of this research were achieved using a combination of qualitative methods: A Delphi study involving two panels of experts and stakeholders in the two cities (11 in Paris and 9 in London); individual interviews with key stakeholders, and qualitative analysis of policy and media documents. The application of findings from this research will be used to address issues related to urban tourism's sustainability, framed by debates about overtourism and the resulting deterioration of local resident well-being. Knowledge sharing and mutual learning between the two cities will be fostered as a result.

Heterotopic 'spacing' in the city: Gazing like a tourist in everyday spaces

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Stark imagery in the Covidian age, of the collapse of urban space devoid of people, show that being (able to be) outside is indeed a privilege. It might feel almost like a tourist to be outdoors, as one ventures across the street to the nearest legitimate space, farthest away from home. This agency recalls de Certeau's tactics, in which creative mobilities emerge to subvert structure, where possible. Suddenly, there is an urgency of attending that primal event of the week at the supermarket, where face-to-face interaction is condoned and appreciated, especially at the checkout (en)counter. This paper explores heterotopic 'spacing' using the mobilities of space, place, pace and the gaze to engage urban tourism ethnographies through complex, everyday gazes that reflect notions of 'othering' as new mirrors surface in familiar places. If social distancing is the gap between people and things, social 'spacing' should be the tour de force that circumnavigates social distancing. Tourism as we knew it, travelling to exotic and faraway places in the world, has transformed to leisure practice through an everyday gaze: rediscovering the not-so-far-away, reflecting on the things that have been taken for granted and reifying the familiar in exotic ways. Peripheral spaces of the city, especially where patches of green prevail, see a rejuvenation of what it means to 'walk in the park'. Could walking (and other everyday bodily practices such as running, cycling, eating, drinking etc) contribute to the remaking of place through resilience and resistance to the virus, and revaluing what it means to be doing things outside without a mask on? The 'body' of work on mobilities cannot be underestimated, especially now, where everyday practices are not solely embodied for their own sake, but constitute the prerequisite for another kind of tourist gaze and creative recreation of the object of imagination.