

# CRITICAL TOURISM STUDIES VII CONFERENCE

UNDERSTAND TOURISM – CHANGE TOURISM  
UNDERSTAND OURSELVES – CHANGE OURSELVES



25-29 June, 2017  
Palma de Mallorca, Spain



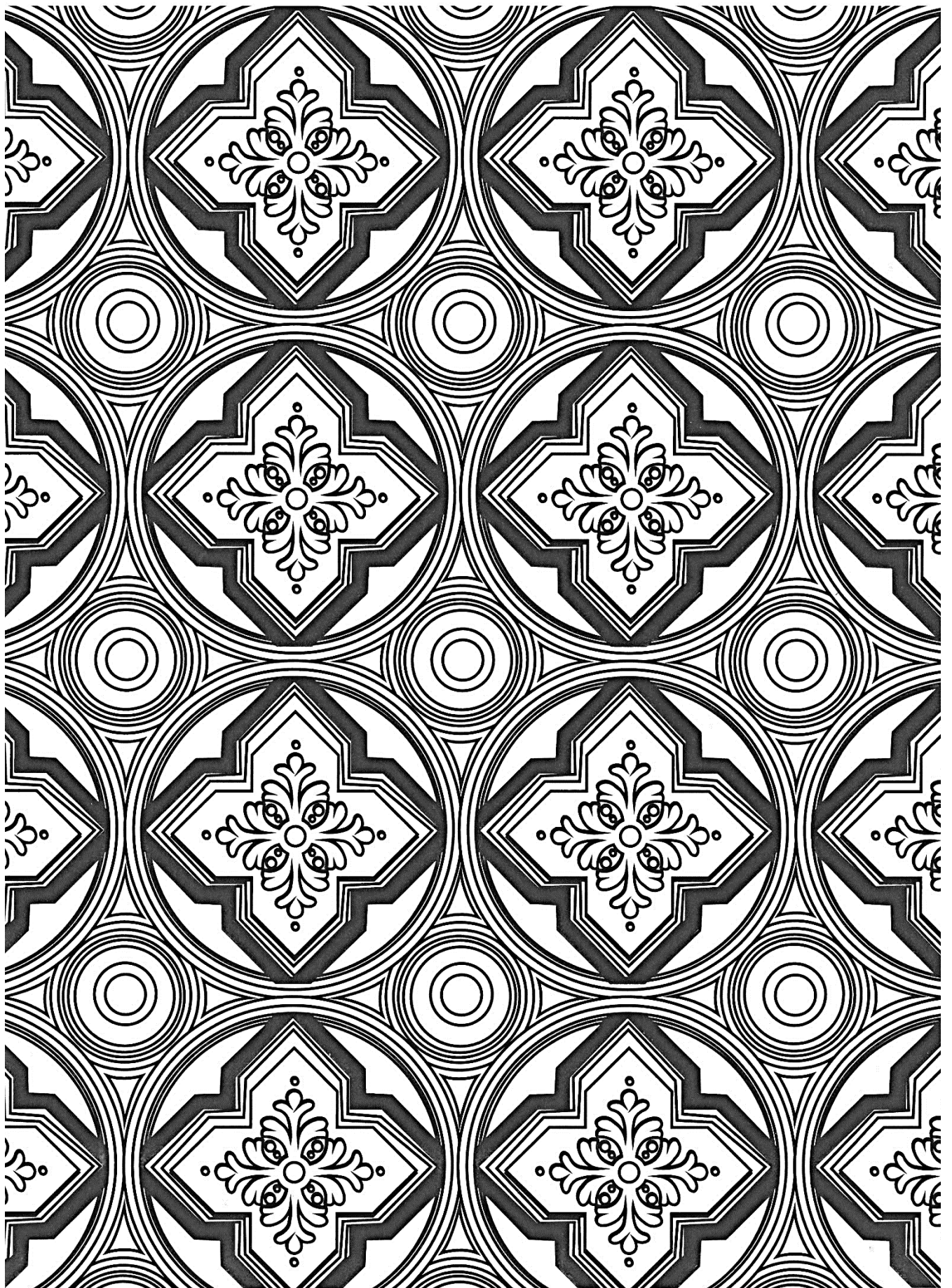


## Critical Tourism Studies

CTS is an international network of scholars who share a vision of producing and promoting social change in and through tourism research, practice, and education. Adopting a broad definition of ‘criticality’, CTS seeks novel ways of understanding and changing tourism by locating the phenomenon in its wider political, economic, cultural, social, and environmental contexts.

The dreamers behind CTS—Irena Ateljevic (Sibenik Hub for Ecology), Nigel Morgan (Swansea University), Annette Pritchard (Cardiff Metropolitan University), and Candice Harris (Auckland University of Technology)—aimed to establish a lively and inclusive forum for rigorous and respectful scholarly discussion, and especially one that was welcoming to new and alternative voices. CTS has been sustained over its 12 year history by the leadership of its founders, as well as that of Lynn Minnaert (New York University) and Senija Causevic (SOAS, University of London). The network is currently led by Ana María Munar (Copenhagen Business School) and Kellee Caton (Thompson Rivers University).







**PALMA** by Ana María Munar

**Personal.** I grew accustomed to its beauty, the colors, the dark gold of the stones, the reds, and the multiple blues of the skies and the sea. I could anticipate its good and bad habits, the noises and the smells. Like air, one only discovers how necessary it is in its absence. It is only from time to time, walking around a corner, that I surprise myself encountering all its beauty with a new gaze, the gaze of a stranger, a tourist, maybe your gaze? – In amazement!

**Alma.** Cities like Palma have an ancient soul [Alma in Spanish]. Many civilizations have been here. The first settlement was already during the Iron Age, 2000 BC, but the city was officially founded by the Romans 2130 years ago. Both official languages in Majorca (Spanish and Catalan) have Latin roots. After the Roman Empire, Palma was part of Byzantium and then had over three hundred years of Islamic control during the Muslim period, which ended with the Christian conquering of the city in the late Middle Ages by King Jaume I [James], still a very popular name in Mallorca.

**Life.** Put some comfortable shoes on and enjoy the shade of the old narrow streets, take a seat in one of the many cafés that populate the city, and enjoy the colorful performance of people passing by. Here are some of my favorite spots: *Es Mercat de S'Oliver* (buy fruit, olives, and cheese in this farmers market), *Can Joan de S'Aigo* (an ice cream and coffee shop from the 18<sup>th</sup> century), get lost in the neighborhoods of La Lonja and the Cathedral, and try the traditional hot sandwiches of *el Bar Bosch*.

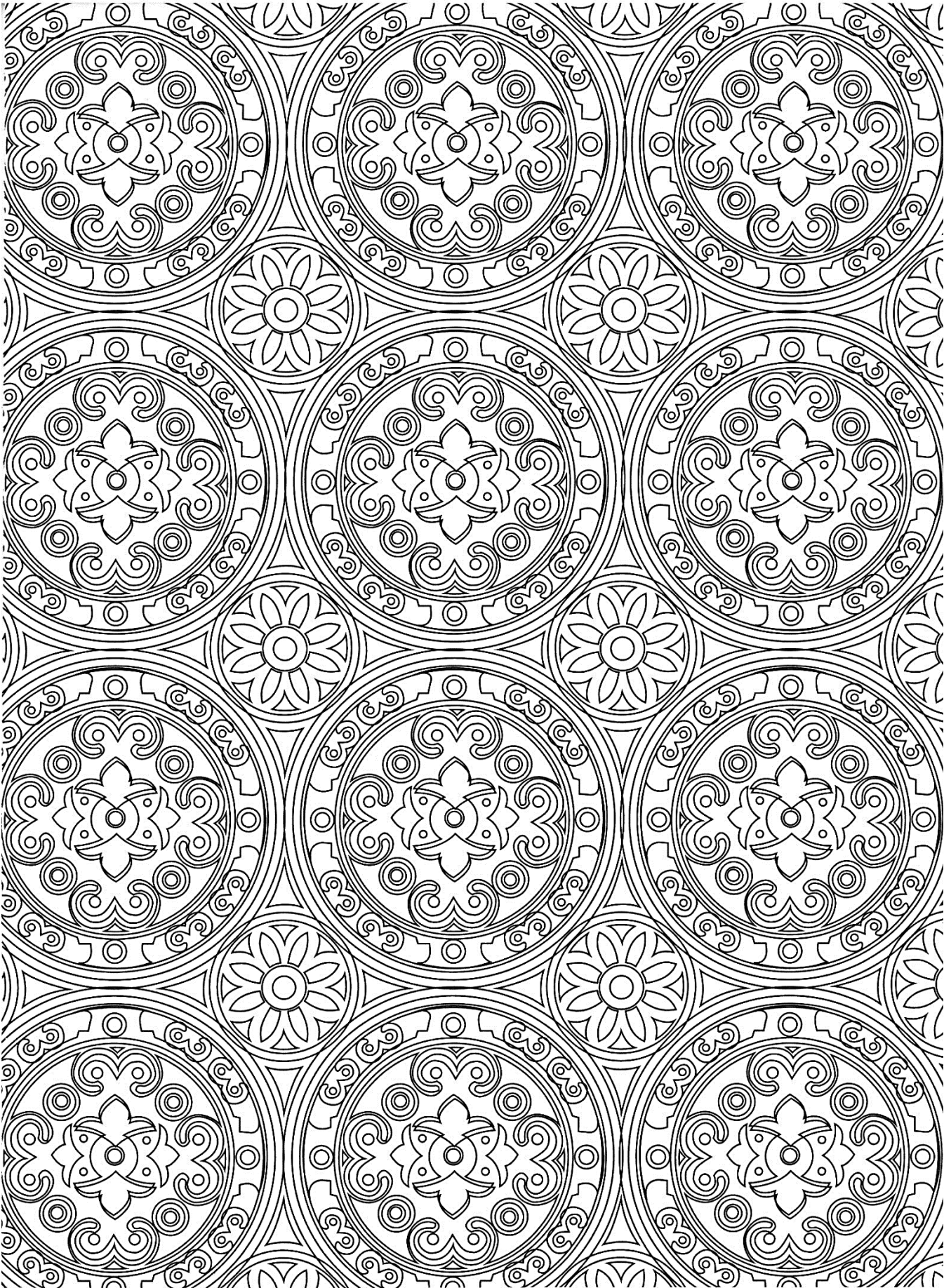
**Mediterranean.** Despite (or maybe because of) its many cultural influences and civilizations, Palma has always kept its Mediterranean identity. The Mediterranean that approaches and leaves...

después de besar mi aldea.  
Jugando con la marea  
te vas, pensando en volver.  
Eres como una mujer  
perfumadita de brea  
que se añora y que se quiere  
que se conoce y se teme.

after kissing my village.  
Playing with the tide  
you leave, with the intention to return.  
You are like a woman  
scented with tar  
who is missed and loved,  
who is known and feared.

*“Mediterráneo”, Joan Manuel Serrat*

**Always.** Do you love a place? Which one? I love Palma...always...





## Program at a Glance

### June 25

6:00 PM	Welcome Reception. <i>Es Baluard, Museum of Modern and Contemporary Art</i> . Opening Remarks and Logistics Screening by Documentary Filmmaker Elisa Banal-Juaneda Refreshments, Mallorquin Wines and Aperitifs
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### June 26

8:00 AM	Registration
9:00 AM	Opening Greeting and Keynote Address by Hazel Tucker
10:15 AM	Concurrent Session 1
11:30 AM	Coffee Break
12:00 PM	Concurrent Session 2
1:30 PM	Lunch
2:30 PM	Concurrent Session 3
4:00 PM	Coffee Break
4:30 PM	Discussant: Jennie Small
6:00 PM	Group Excursion. 'Experiencing Mass Tourism'. Visit to Magaluf, swimming and dinner by the beach. Buses depart from conference venue at 6:00 PM. Dinner at Bondi Beach 8:00 PM. Buses depart from Magaluf at 9:30 PM.

### June 27

9:00 AM	Opening Greeting and Keynote Address by Donna Chambers
10:15 AM	Concurrent Session 1
11:30 AM	Coffee Break
12:00 PM	Concurrent Session 2
1:30 PM	Lunch
2:30 PM	Plenary Panel. <i>Tourism in Transition: Research Contributions from the University of the Balearic Islands</i>
4:00 PM	Coffee Break
4:30 PM	Concurrent Session 3
5:45 PM	Discussant: Keith Hollinshead
8:00 PM	Dinner at the conference hotel Tryp Bellver

### June 28

9:00 AM	Opening Greeting, Music, and <i>The Intergenerational Dialogue</i>
10:45 AM	Coffee Break
11:15 AM	Concurrent Session 1
12:30 PM	Concurrent Session 2
1:30 PM	Lunch
2:30 PM	Plenary Panel. <i>Ethics, Creativity, and Diversity: Understanding and Changing Editing and Publishing in Tourism</i>
4:00 PM	Coffee Break
4:30 PM	Discussant: Peg Swain and Closing Reflection: Amy Savener & Alexia Franzidis
7:00 PM	Gala Dinner. Buses depart from conference venue at 7:00 PM. Dinner, awards, and dancing at <i>Ses Cases de Sa Font Seca</i>

### June 29

10:00 AM	Concluding Session and Dialogue
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Monday, June 26 ▪ Concurrent Session 1 ▪ 10:15 to 11:30 AM

Bahia	Mallorca	Bendinat	Miramar	Formentera
<b>Governance &amp; Development</b>	<b>Time, Motion, &amp; Mind</b>	<b>Gender &amp; Empowerment</b>	<b>The People of Tourism</b>	<b>Workshop</b>
Chair: Jane Megeed	Chair: Tomas Pernecky	Chair: Mia Larson	Chair: Richard Ek	
<b>The Politics of Community-based Tourism in Uganda: Perspectives on Power and Local Governance in Bigodi Wetland Sanctuary</b> by D. Mulindwa	<b>Socio-genesis of Leisure Travel: Insights from the Russian Society (1955 - Present)</b> by K. Kirillova, D. Wang, & X. Lehto	<b>An Epistemological Approach to the Success of Women in Agritourism</b> by C. Barbieri, F. Halim, & A. Savage	<b>Where Is the Critical Employment Relations Research in Hospitality and Tourism?</b> by D. Williamson, C. Harris, E. Rasmussen, & K. Ravenswood	<b>Femininities in the Field of Tourism Research</b>
<b>A Review of Prevention Efforts on Sexual Exploitation of Children in Travel and Tourism in South East Asia: Role of World Tourism Organization</b> by J. Yoshida & C. Hanamura	<b>Dialoguing Morality and Mobility in Tourism Studies</b> by B. Grimwood & K. Caton	<b>Empowered or Burdened? Tourism, Gender, Intersectionality, and Emotion</b> by S. Cole	<b>Will the 'Ideal Tourism Worker' Please Stand Up? Analysing Gender Essentialism within Tourism Workforce Recruitment through Flexibility Discourse</b> by F. Bakas, C. Costa, Z. Breda, & M. Durão	<b>Workshop Facilitators:</b> Heike Schanzel & Brooke Porter
<b>Ecuador's Community-based Tourism: Policies and Practices on the Ground</b> by C. Dolezal & C. Ricaurte-Quijano	<b>Disbelief and Welstchmerz: Tourism Implications</b> by J. Batle	<b>Midlife Women on Holiday: Does Physical Appearance Matter?</b> by J. Small	<b>Quality of Life of Lifestyle Entrepreneurs: A Conceptual Model</b> by M. Joao Vieira	
<b>Critical Overview of the Tourism Industry in Kazakhstan</b> by B. Amir & Z. Assipova	<b>'For the Time Is at Hand': 'Un-Belizable' Beast-Time Somethings</b> by K. Little	<b>Women, Voluntourism, and Empowerment</b> by D. Sahasrabuddhe & J. Cheer	<b>The Transformative Experiences of Asian Working Holiday Makers in Australia</b> by G. Lean	
<b>Shared Prosperity through Tourism: How to Create Productive Employment Opportunities for All?</b> by M. Bakker	<b>Time for Tourism</b> by D. Fisher	<b>Accompanying Partners in Conference Travel: A Gendered Perspective</b> by H. Yoo & E. Wilson	<b>What Tourists Seek in Fair Travel: A Case of Korean Participants of Good Travel Programmes to Asian Destinations</b> by S. Choi	



Monday, June 26 ▪ Concurrent Session 2 ▪ 12:00 to 1:30 PM

Bahia	Mallorca	Bendinat	Miramar	Formentera
Identity (& Politics) Chair: Catheryn Khoo-Lattimore	Shifting Global Orders Chair: Meghan Muldoon	Engaging Ecosystems Chair: Olga Garcia	Sense & Embodiment Chair: Claudia Eger	Relaxation Room
Politics and Museum Representations: Views from Postcolonial Chinese Destinations by X. Zhang, N. Morgan, & T. Ly	Volunteer Tourism Mystification: A Global Capitalism with a Human Face by A. Benali	Ethical Issues in Sport Hunting Tourism Economies: Investigating Stereotypes, Sustainability, and Inclusion in Western Canada's Hunting Industry by K. Boule & C. Mason	Challenging Eurocentrism in Tourism Studies: Performative and Embodied Empirical Insights into Chinese Backpackers and Professional Hosts by S. Kimber	
"I Love Being Outside" on "Stolen Secw̓epemc Lands": Settler Colonialism's Moral Nature by L. Cooke	Reactions to and Anticipated Consequences of Brexit for UK Older People with Second Homes in Spain by D. Sedgley, C. Haven-Tang, & C. Cockburn-Wootten	Space of Risk, Space at Risk: Climate Change and Tourism Adaptation in Tadoussac, Canada by C. Lebon & D. Lapointe	'Oh, Look, There's That Blind Woman. What's She Doing Taking Photographs?' Performing Tourism through Vision Impaired Bodies by V. Richards	
Empty Orientalism and Social Amnesia: The Study of Commodification of History in the Sultanate of Oman by S. Causevic & M. Neal	We're All Human, but Some Are More Human Than Others: Thoughts on the Hypocrisies of Global Travel by E. Bott	Finding Pathways of Communication through Common Grounds in Resource User Conflict: Trouble in Paradise by B. Porter	What's on Steve Buscemi's Stoop? Tracking Tourism off the Beaten Track by E. Högdahl & M. Månsson	
Traveling while Black: Storytelling through Twitter by A. Dillette & S. Benjamin	Trumping the Myth of Travel: A Window into the Role of Tourism in Sustaining Post-Truth Neoliberalism by R. Hales	Sustainable Tourism in the Anthropocene: The Case for Ugly Tourism by C. Ooi	Sensory Perceptions of Asian Destinations: An Exploratory Study by V. Lau	
Modern Slavery and Tourism: When Holidays and Human Exploitation Coincide by J. Cheer, L. Matthews, K. Goldsworthy, & K. Flanagan	Culture as Impermanence: A Liquid Modern Critique of the Interpretive Capacity of Tourism by R. Suleman & K. Hollinshead	Tourism Conservation: A Critical Look at the Relationships between Rhetoric and Practice by A. Budeanu	'Too Much to Look at—Sea, Seagulls, Art!': The Experiential Appeal of Art Exhibitions in Public Leisure Spaces by L. Ryan & F. Picken	
Identity Politics in Rural Cyprus: Local and Global Power Relations by E. Eftychiou	Culture as Seduction: Some Liquid Modern Propositions by K. Hollinshead & R. Suleman	Carrying Capacity in Vietnamese National Parks: A Case Study of Phong Nha-Ke Bang by T. Ly & T. Nguyen	Holding on to Analogue Times: The Resistance towards Digital Implicitness by M. Zillinger	

Monday, June 26 ▪ Concurrent Session 3 ▪ 2:30 to 4:00 PM

Bahia	Mallorca	Bendinat	Miramar	Formentera
<b>Tourism Imaginaries</b> Chair: Lourdes Zamanillo	<b>Humanistic Resonances</b> Chair: Heike Schanzel	<b>Criticality for Foodies</b> Chair: Albert Kimbu	<b>University Now</b> Chair: Tamara Young	<b>Relaxation Room</b>
<b>Heart Strings Cycle Tours, South East Asia: The Humanitarian Gaze</b> by C. Bell	<b>Travel and Tourism in Film and Literature: A Critical Review</b> by N. Morgan, R. Harrill, & L. Dioko	<b>Welsh Food Tourism: Bringing Home the Bacon?</b> by C. Haven-Tang, D. Sedgley, & A. Thomas	<b>The Internationalisation of Doctoral Studies: A Wasted Opportunity?</b> by E. Bettinson	
<b>Confucian China Today: An Analysis of the Projection of 'Chineseness' through Tourism and Related Inscribed Fields</b> by S. Wang & K. Hollinshead	<b>Stories from the Solukhumbu: Exploring the Complexities of the Adventure Tourism Industry of Nepal</b> by M. Miller	<b>The (Re)creation of Distilling Culture in North Carolina and Its Potential Impact on Tourism Product Development</b> by W. Knollenberg & C. Barbieri	<b>Journey into Higher Education</b> by P. Gordon	
<b>The Importance of Cultural Landscape for Sustainable Development of Tourism in Bucovina</b> by C. Maxim & C. Chasovschi	<b>The Curious Case of Tinder Tourism: Travel in the Digital Age</b> by G. Lean	<b>Making Chinese Cuisine Artistic: Fad or Trend?</b> L. Ren & P. Wang	<b>The Evolving Meaning of Supervision in the Changing Scholarly Context</b> by C. Khoo-Lattimore & E. Chiao Ling Yang	
<b>It Takes Two to Tango: Straight-Friendly Buenos Aires</b> by H. Jeffrey, O. Vorobjovas-Pinta, & M. Sposato	<b>Investigation of Using Belgian Case of Social Tourism in Almaty</b> by Z. Assipova & B. Amir	<b>Foraging Tourism: Critical Moments in Sustainable Consumption</b> by A. de Jong	<b>Voluntourism and the Role of the Host University</b> by D. Sahasrabuddhe & J. Cheer	
<b>Current Perceptions of Cuba by Americans</b> by C. Kline, W. Knollenberg, B. Boley, & E. Jordan	<b>Loss and Travel: A Critical Review of Literature</b> by U. Ramanayake, C. Cockburn-Wooten, & A. McIntosh	<b>The Social Construction and Experiences of NZ WWOOFing within Volunteer Tourism</b> by Y. Wengel, A. McIntosh, & C. Cockburn-Wooten	<b>The Urgent Call for Soft Science Schooling Today: The Worldwide Need for Advanced Interpretive/ Qualitative Tutelage</b> by K. Hollinshead & R. Suleman	
<b>Interrogating Discourses of Intangible Cultural Heritage</b> by C. Melis, D. Chambers, & I. Morton	<b>Retirement, Risk, and Rescue: Western Retirees as Permanent Tourists in South East Asia</b> by C. Bell	<b>Sense of Place, Neolocalism, and Craft Beer: Identity Shaping through Culinary Tourism in Québec, Canada</b> by D. Lapointe & A. Nevert	<b>The Vital Call for Soft Science Schooling Today: The Emergent and Dynamic Research Design 'Diet'</b> by R. Suleman & K. Hollinshead	



Tuesday, June 27 ▪ Concurrent Session 1 ▪ 10:15 to 11:30 AM

Bendinat	Mallorca	Bahía	Miramar	Formentera
<b>Panel</b>	<b>Gender Discourse &amp; Experience</b> Chair: Elaine Yang	<b>Festivals &amp; Events</b> Chair: Rukeya Suleman	<b>Centering Indigeneity</b> Chair: Lisa Cooke	<b>Workshop</b>
<b>Leading as a Critical Scholar: A Shared Dialogue</b>  <b>Panel Participants:</b> Candice Harris, Erica Wilson, Donna Chambers, Alison McIntosh, Nigel Morgan, & Jennie Small	<b>Dr. Mum: The Mother-Researcher's Role in Collecting Data from Young Travellers</b> by C. Khoo-Lattimore	<b>Materiality, Memories, and Lived Event Tourism Experiences</b> by L. Todd, A. Leask, & J. Ensor	<b>Discourses of Indigenous Tourism of the North: Conceptualizations of Distance and Difference</b> by S. Heldt Cassel	<b>How Not to Be a Sh%#*ty Tourist</b>
	<b>Tourism and Gendered Silences: Emplacing the Meaning of Gender In/Equality</b> by C. Eger, G. Miller, & C. Scarles	<b>Cultural Quarters and Mega-events: Will Regeneration Kill or Foster Creativity in Stratford?</b> by I. Pappalepore	<b>In Search of Reciprocity in Indigenous Tourism Research</b> by P. Espeso-Molinero & M. José Pastor-Alfonso	<b>Workshop Facilitator:</b> Meghan Muldoon
	<b>Filial Duty and Holidays: The Experiences of Midlife Single Women</b> by B. Heimtun	<b>Event Volunteering—Tourists and Locals Creating Their Own Experience Values in Horse and Dog Events</b> by K. Jaeger & Ragnhildur Asvaldsdottir	<b>Rethinking Indigenous Knowledge in (African) Tourism Studies</b> by A. Yankholmes	
	<b>Victim Blaming Doesn't Take a Holiday</b> by H. Jeffrey & P. Vizcaino Suárez	<b>Disorganized Host Event Spaces: Revealing Rio's Fault Lines at the 2016 Summer Olympic Games</b> by M. Duignan	<b>Representations of the Indigenous Space in Tourism Practice in the Russian Arctic: Towards a Better Future or Business as Usual?</b> by A. Pashkevich	
	<b>Women and Beds: Gender Portrayals in Hotel Advertising in Santa Elena, Ecuador</b> by C. Ricaurte-Quijano, G. Vera De La Torre, & K. Morales Ascencio	<b>Imaging Edinburgh as the 'Festival City'</b> by L. Todd & A. Logan-McFarlane	<b>Cultural Safety and the Protection of Indigenous Women: Lessons Learnt from Basque Fisheries</b> by E. Lee	

Tuesday, June 27 ▪ Concurrent Session 2 ▪ 12:00 to 1:30 PM

Bendinat	Mallorca	Bahía	Miramar	Formentera
<b>Workshop</b>	<b>Field Reflexivities</b> Chair: Maggie Miller	<b>Tourism Education</b> Chair: Kelvin Zhang	<b>Workshop</b>	<b>Relaxation Room</b>
<p><b>“Yes, and-ing” Fieldwork: Using Improvisational Games to Assist Researchers and Novice Evaluators</b></p> <p><b>Workshop Facilitators:</b> Stefanie Benjamin &amp; Lauren Moret</p>	<b>Rhubarb Cutting and Other Ways of Engaging in Tourism Research</b> by K. Lund	<b>Pedagogic Frailty and Conventional Wisdom in Tourism Education</b> by N. Morgan, A. Gritzali, & I. Kinchin	<p><b>Intersectionality Unwrapped for Hospitality and Tourism Researchers</b></p> <p><b>Workshop Facilitator:</b> Shelagh Mooney</p>	
	<b>“But You Are Also Ghanaian, You Should Know”: (Re)negotiating Researcher Identity and Positionality when Conducting Fieldwork at and Away from Home</b> by E. Adu-Ampong	<b>Why Should We Teach Tourism at Universities?</b> by M. Zillinger & J. Nilsson		
	<b>Peer2Peer (P2P) International: 10 Years of Pro-activist and Impact-oriented Collaborative Research, Consultancy, and Teaching Practices</b> by M. Novelli	<b>Teaching Sustainability by Developing Irresponsible and Responsible Business Ideas for the Tourism and Hospitality Industry</b> by F. Lourenço & F. Morais		
	<b>Imagining the Alpha Male of the Tourist Tribe</b> by R. Ek & M. Larson	<b>Is There a Role for a Lifelong Tourism Education Model in the 21st Century?</b> by V. Cuffy		
	<b>Postdisciplinary (Academic) Being</b> by T. Pernecky	<b>From Production of Space to Citizen Innovation: Looking at Climate Change and Tourism Development from a Critical Perspective (and within a Business School)</b> by D. Lapointe, B. Sarrasin, D. Guimont, C. Lebon, & A. Guillemard		
		<b>An Analytical Framework of Tourism Education in an Era of Complexity and Sustainability: Evidence from Sweden</b> by I. Farsari		

Tuesday, June 27 ■ Concurrent Session 3 ■ 4:30 to 5:45 PM

Miramar	Mallorca	Bendinat	Bahía	Formentera
<b>Workshop</b>	<b>Multispecies Events</b> Chair: Ashley Gallant	<b>Workshop</b>	<b>Consequential Collaborations</b> Chair: Can Seng Ooi	<b>Relaxation Room</b>
<p><b>The Beauty and the Abuse: A Workshop for Dialogue, Reflexivity, and Action</b></p> <p><b>Workshop Facilitators:</b> Ana María Munar, Kellee Caton, Claudia Eger, Heather Jeffrey, Catheryn Khoo-Lattimore, Nigel Morgan, &amp; Elaine Yang</p>	<p><b>Blackfish Unleashed: Aquatic Encounters and the Quest to Enact Proximity and Care</b> by F. Picken</p>	<p><b>Creative and Critical Pedagogical Practice: A Collaborative Collection and Exploration of Pedagogical Tools within the Neoliberal Paradigm for Reflection and Praxis</b></p> <p><b>Workshop Facilitators:</b> Karla Boluk, Christina Cavaliere, &amp; Diane Phillips</p>	<p><b>Creativity and Tourism Networks: A Contribution to a Post-mechanistic Economic Theory</b> by M. Fuchs &amp; R. Baggio</p>	
	<p><b>Gender, Heritage, and Tourism: Post-humanist Investigation into Human-Equine Relations at the Rodeo</b> by R. Finkel &amp; P. Danby</p>		<p><b>A Genuine Gay-Friendly City: The Touristic Benefits of LGBT Inclusion</b> by A. Kama, Y. Ram, &amp; I. Mizrachi</p>	
	<p><b>Know Your Customer: Sharing Values for Innovation in Domestic Animal Based Tourism Experiences</b> by H. Hoarau-Heemstra &amp; C. Kline</p>		<p><b>Entrepreneurial Innovations in Small- and Medium-sized Hotels: Does Industry Context Play a Role?</b> by M. Ngoasong, A. Kimbu, &amp; O. Adeola</p>	
	<p><b>How Can a Crab Promote Tourism in Northeastern Brazil?</b> by C. Milano Ostelea</p>		<p><b>Justifying Collaborative Economy and Local Development in Tourism</b> by J. Widtfeldt Meged &amp; L. Fuglsang</p>	
	<p><b>Dialogue (5:30–5:45 PM)</b></p> <p><b>Cross-Disciplinary Approaches for Critical Futures in Events and Tourism</b></p> <p>Dialogue Facilitator: Rebecca Finkel</p>		<p><b>Tourism and Post Colonialism: The Influences of the Tourism Industry on Social Relationships in French Overseas Departments and Territories</b> by C. Benjamin &amp; D. Lapointe</p>	

Wednesday, June 28 ■ Concurrent Sessions 1 ■ 11:15 AM to 12:15 PM

Miramar	Mallorca	Bendinat	Bahía	Formentera
<b>Workshop</b>	<b>Care-ful Relationships</b> Chair: Amira Benali	<b>Hospitality Education</b> Chair: Yana Wengel	<b>Light, Land, &amp; Sea</b> Chair: Adriana Budeanu	<b>Workshop</b>
<b>Issues of Diversity and Inclusion in Hospitality and Tourism: A Discussion amongst Scholars</b>  <b>Workshop Facilitators:</b> Stefanie Benjamin, Alana Dillette, & James Williams	<b>Gazes and Faces in Tourist Photography</b> by E. Höckert, M. Lüthje, & H. Ilola	<b>Representations of the ‘Good Life’: Hospitality Training for Young People with Learning Difficulties at ‘The Special Needs Hotel,’ UK</b> by A. McIntosh & C. Harris	<b>Tracing Light in Nature-based Experiences</b> by J. Kosonen, A. Valtonen, I. Alakärppä	<b>Performance and Contemplation to Inspire Tourism Sustainability</b>  <b>Workshop Facilitators:</b> David Manuel-Navarrete, Jason Papenfus, & Christine Buzinde
	<b>Telling and Thinking with Tourism: Matters of Care in Research</b> by C. Ren	<b>A Real Junk Food Pop-Up Café: Embedding Critical Hospitalities into the Curriculum</b> by P. Obrador	<b>The Dawning of Land in Tourism: Deep History and Profound Futures</b> by F. Picken	
	<b>Caring at a Distance: Towards Care-ful Imaginaries and Practices</b> by C. Eger, C. Scarles, & G. Miller	<b>Caught between a Rock and an Inhospitable Place: How Should Hospitality Students Negotiate the Changed Employment Landscape?</b> by S. Mooney	<b>New Dialogues with the Ocean as a Recreational Diver: Case Study: Mallorca, the Balearic Islands</b> by O. Garcia	
	<b>Can Pro-social Tourism Foster Empathy?</b> by L. Zamanillo & J. Cheer	<b>Exploring Critical Conceptual Space in Hospitality Higher Education</b> by K. Zhang		



Wednesday, June 28 ■ Concurrent Sessions 2 ■ 12:30 AM to 1:30 PM

Miramar	Mallorca	Bendinat	Bahía	Formentera
<b>Workshop</b>	<b>Critical Hospitalities</b> Chair: Divya Sahasrabudde	<b>Urbanisms</b> Chair: Brooke Porter	<b>Spirituality &amp; Pilgrimage</b> Chair: Sisi Wang	<b>Relaxation Room</b>
<b>Rethinking Tourism Education: Indigenisation of Curriculum</b>  <b>Workshop Facilitator:</b> Tamara Young	<b>Critically Analysing Definitions of Excellence in Scholarly Literature on Hospitality</b> by F. Screti	<b>Welcome to Hipsterville: In Search of Urban Sustainable Tourism</b> by J. Nilsson	<b>Pilgrimage and Community: Slow Tourism Development along the Kumano Pilgrimage Trail, Japan</b> by K. Kato	
	<b>Non-reciprocated Pleasure: The Important Distinction between Emotional and Expressive Labour in Hospitality</b> by J. Poulston	<b>Neoliberalist Redevelopment and the Touristification of Everyday Life</b> by A. Guillemard & D. Lapointe	<b>Being a Monk for a Day. Really?: The Case of Pu-Tuo Shan</b> by C. Un In Wong	
	<b>Ethics of Hospitality in Non-commercial Homestay Tourism</b> by G. Moysidou	<b>Can Ordinary Wildlife in Everyday Green Places Be Extraordinary?</b> by A. Folmer	<b>Breaking Benjamin: A Woman's Pilgrimage to New Mexico</b> by S. Benjamin	
	<b>Ideologies of Hospitality: Deconstructing a Tour Guide Narrative</b> by P. Lynch	<b>The Story of My Life? Uncovering Transmodern in Experiences of Tourists Staying in Soweto</b> by M. Adinolfi & M. Ivanovic	<b>Boundaries of Pilgrimage Tourism Enclaves: Purity Meets Pollution on the Shores of the Ganges</b> by D. Manuel-Navarrete, C. Buzinde, N. Kohli, & J. Kalavar	

# CTS 7 Keynote Address



Hazel Tucker  
Associate Professor  
of Tourism  
University of Otago  
New Zealand

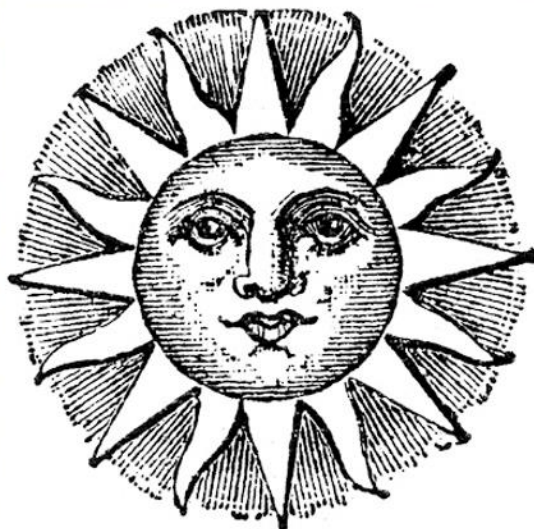
Hazel specialises in the area of tourism's influences on socio-cultural relationships and change. Originally from the UK, Hazel conducted her PhD research (Social Anthropology, University of Durham, UK) on tourism development in Cappadocia, central Turkey. Since then, Hazel has continued to be engaged in a longitudinal ethnographic study in that region of Turkey, exploring issues concerning gender and women's involvement in tourism work, host-guest interaction and tourism representations and identity in relation to World Heritage. Other areas of Hazel's research and publishing include colonialism/postcolonialism, tours and tour guiding, the social dynamics of commercial hospitality, and emotional and affective dimensions of tourism. She has more recently been engaged in a project on the relationship between tourism and apocalypticism. Along with a number of published articles in refereed journals and books, Hazel is author of *Living with Tourism: Negotiating Identity in a Turkish Village* (Routledge 2003), and co-editor of *Tourism and Postcolonialism* (Routledge 2004) and *Commercial Homes in Tourism* (Routledge 2009). Hazel is engaged in curriculum development at the postgraduate level and teaches courses on tourist culture and research methodologies, as well as leading a masters level ethnographic field school course in northern Thailand. Along with serving on the editorial boards of several journals, Hazel is a Resource Editor for *Annals of Tourism Research* and Co-Vice President of the RC50 International Tourism Research Committee of the International Sociological Association.



## **Contaminated tourism**

### **On pissed off-ness, passion, and hope**

Along with a current, often seemingly overwhelming, sense that we are living in the end times, we are faced with the question of 'how to respond?' In this paper, I attempt to think through what it means to respond by suggesting an imperative, as in the theme of this year's CTS conference, to understand tourism so to change tourism, and to understand ourselves so to change ourselves. Beginning by posing the question: Why change? Why now?, I ponder what it is that is prompting the sense of urgency for understanding and change. As part of that pondering I will discuss some 'end-of-the-worldisms', or apocalyptic imaginings, which I see as directly or indirectly related to tourism and as influencing our 'mood' and our urge for change. In the paper I will draw also on the metaphor of encounter-as-contamination, together with the notion of contaminated diversity, as helpful in recognizing and accepting that tourism knowledges are always already 'contaminated'. Returning to the urge for change, then, rather than it being that better understanding is needed as a prelude to 'proper' or 'correct' change, perhaps it is through changing towards a better appreciation of contaminated diversities that we might have any hope of knowing 'how to respond'.



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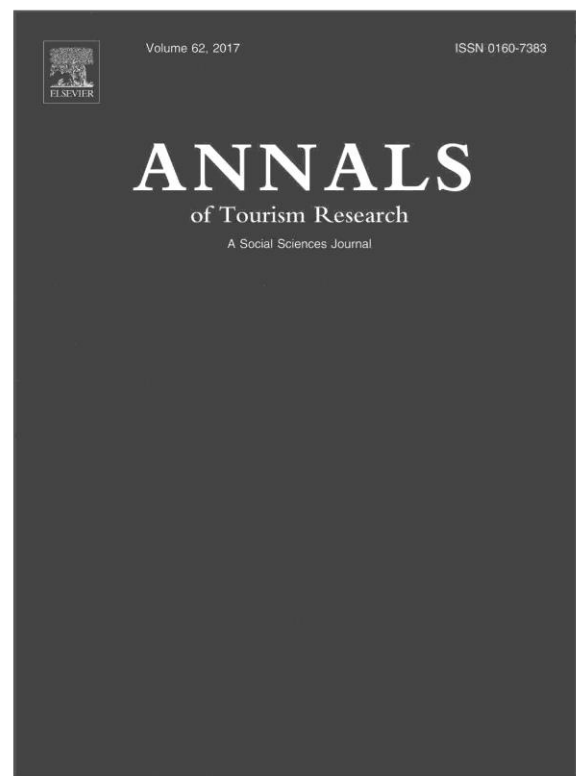
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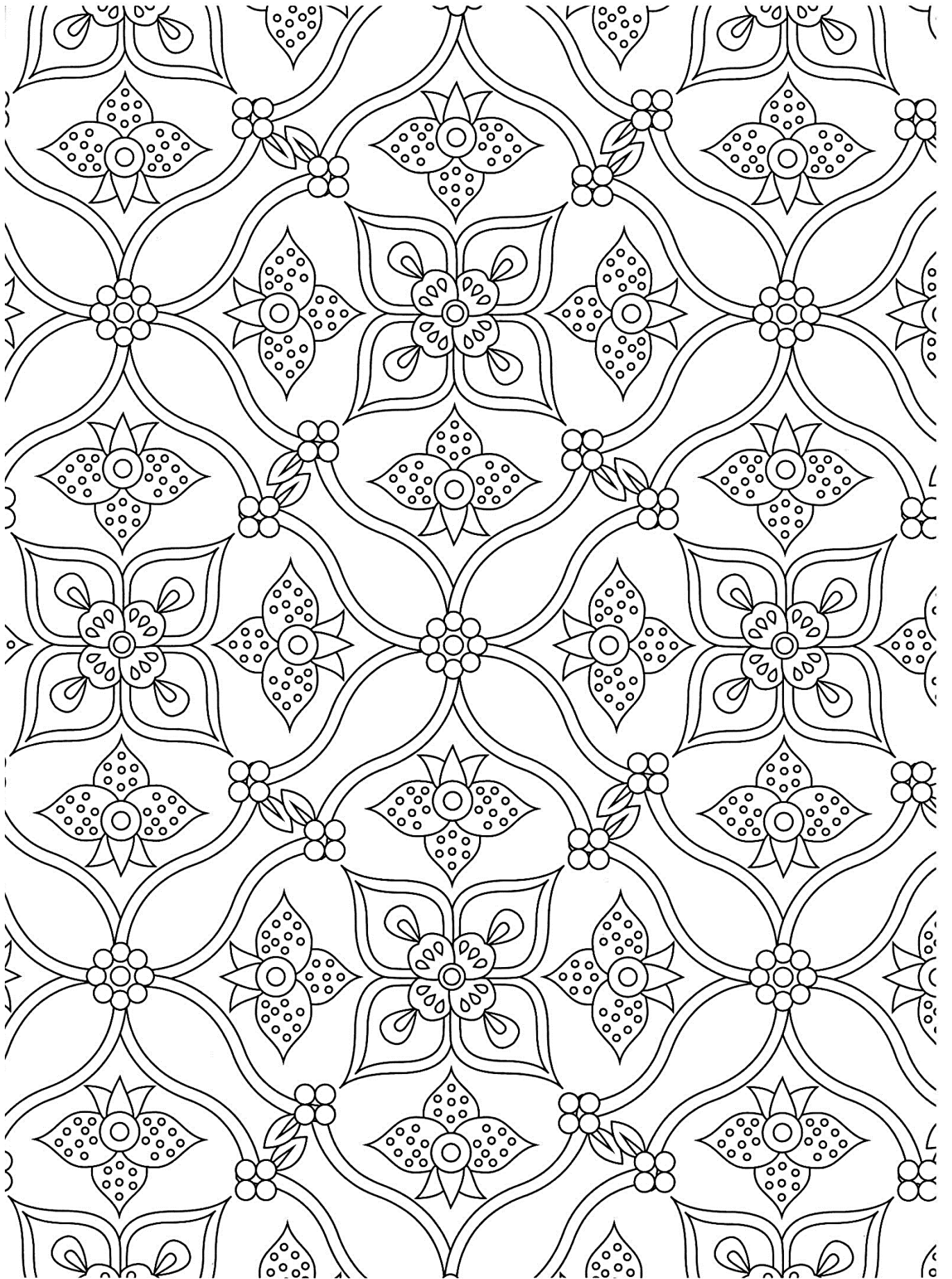


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# CTS 7 Keynote Address



Donna Chambers  
Professor of Tourism  
University of Sunderland  
United Kingdom

Donna is Research Lead for the Department of Tourism, Hospitality and Events and is also Chair of her Faculty Equality, Diversity and Social Responsibility Committee. She is a lay member of the Central University Research Ethics Committee at Oxford University, UK. Donna's research focuses on how we represent peoples and places primarily through cultural/heritage tourism, the link between heritage and national identity, postcolonial and decolonial epistemologies, visibility in tourism, and in critical and innovative approaches to tourism research and scholarship. She has published several peer reviewed journal articles, book chapters and edited texts which reflect these research interests. She has also delivered numerous conference presentations and keynote addresses in these areas. Donna also serves as a Resource Editor for *Annals of Tourism Research*, is a board member of *Leisure Studies*, and is a regular reviewer for these and other tourism journals, including *Tourism Management*, *Hospitality & Society* and *Tourist Studies*. She is a Fellow of the Higher Education Academy and the Royal Geographical Society (with IBG). In her personal life, Donna is an active campaigner against injustice and discriminatory practices, as a member of the UK Labour Party and in her formal role in the University and College Union (UCU), the largest trade union for higher and further education in the UK.



## **Are we all in this together? Gender intersectionality in tourism**

This 2017 Critical Tourism Studies conference has as its central theme 'understand tourism, change tourism, understand ourselves, change ourselves'. I would like to suggest that important to achieving understanding and change in tourism and in ourselves as tourism scholars, is a dismantling of essentialised patriarchal discourses and practices of tourism which serve to oppress both men and women. Of course, this suggestion is not new in tourism studies and in the past couple of years, we have seen a revival of critical conversations and research in tourism which focus on gender (e.g. Munar et al, 2015; Figueroa-Domecq et al, 2015; Pritchard and Morgan 2017). However, while many of these discussions on gender and tourism acknowledge the importance of intersectionality, it is often mentioned only as an area for further research, or as Henderson and Gibson (2013:115) put it in the context of leisure studies as 'a promising paradigm'. I argue that there is very limited, if any, serious unpacking of what an intersectional approach to gender means for tourism research, scholarship and practice.

Therefore, in this 2017 CTS conference, I will provide a critical discussion of gender intersectionality and its relevance for tourism, particularly focusing on the intersection between gender and race. The term 'intersectionality' was originally popularized by Kimberley Crenshaw (1989), a noted black feminist, and referred to the way in which racial and sexual subordination were inextricably linked. An inability to understand the mutually reinforcing relationship between racism and sexism, Crenshaw argued, had led to the significant elision of black women's experiences from both the discourses of feminism and the discourses of anti-racism. Fundamental to the notion of intersectionality is the recognition that women are not a homogenous group and do not therefore have the same experiences of oppression. An intersectional approach to gender rejects reductionist views of women's experiences in tourism and the attendant power relationships that such an approach (re)produces. An intersectional approach takes cognisance of the pluralism and fluidity of identity categories. I argue that it is through an understanding of the importance of an intersectional approach to gender that we can move closer to the goal of changing tourism and changing ourselves. My reflections on this issue are interspersed with narratives about my own lived experience as a black woman in tourism.



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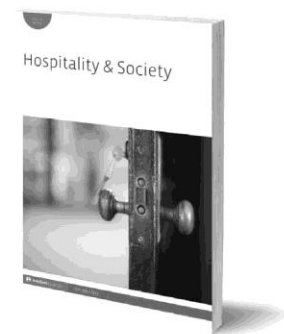
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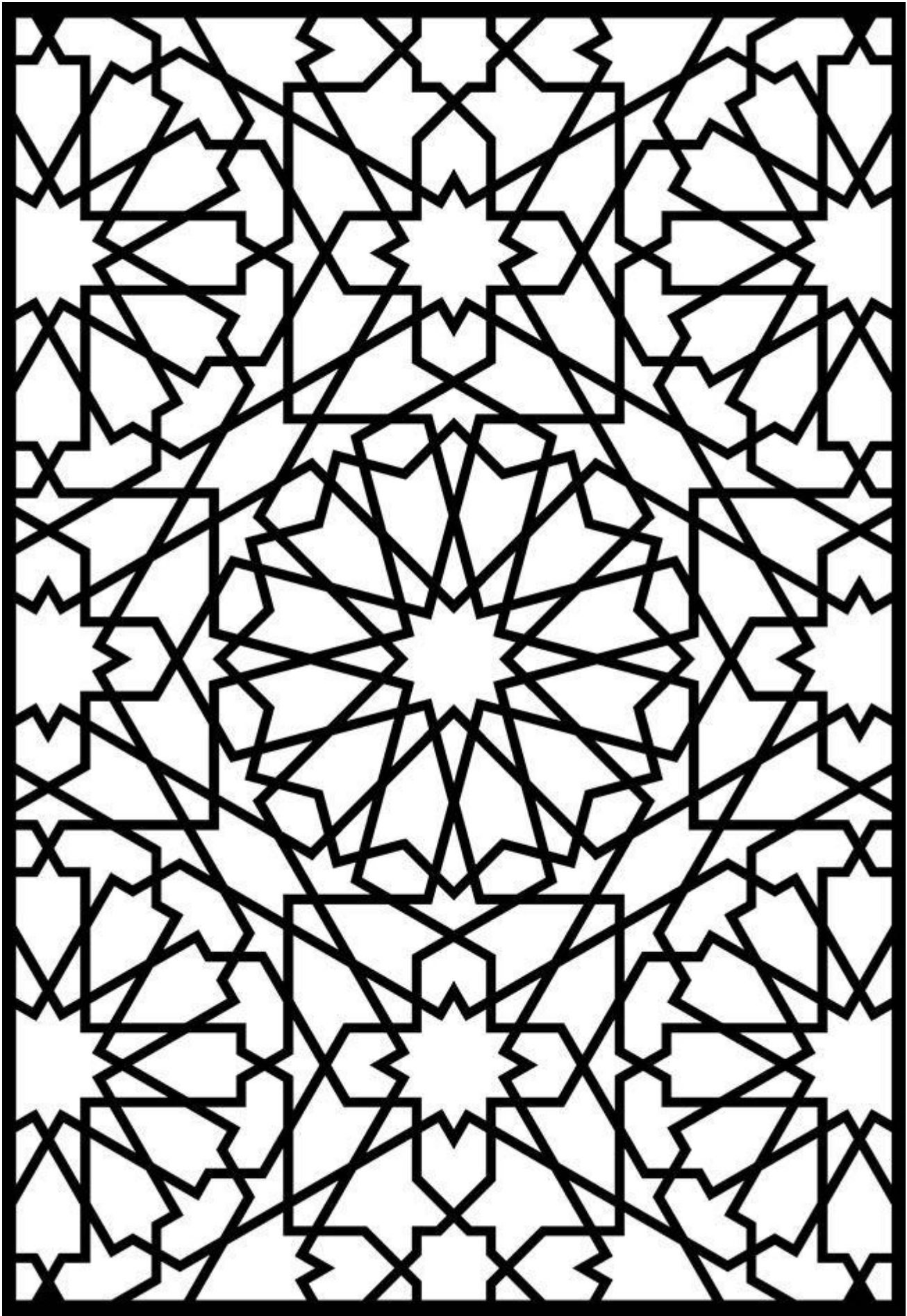
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## CTS 7 Featured Artist



Elisa Banal-Juaneda  
Documentary Filmmaker

### **Still Strangers**

‘Estranger’ is the Majorcan word for ‘foreigner’. Traditionally, in Majorca, people who come from abroad are classified as Catalans from Catalunya; Foresters from the rest of Spain; or Estrangers from outside of Spain. Those in the last category were often classified as the first major wave of tourists that arrived during the ‘touristic boom’ in Majorca in the 1960s, and they were also, undoubtedly, absolute strangers for the isolated inhabitants of Majorca at that moment. However, more than 50 years after the start of tourism in Majorca, it has expanded to an unthinkable level, and Majorca is today one of the most popular tourist destinations in the world. But how has this impacted the local population? How have the relations, interactions, and experiences between tourists and locals changed? Are they *Still Strangers*?

Bel is now retired, but in the ’60s she used to rule one of the first hostels in her village in Majorca. She remembers with a lot of joy the first decades of tourism on the island. Bel will take us on a journey to answer the questions above and to explore the changing relationships between locals and tourists on the island.

**Still Strangers, Teaser:** <https://vimeo.com/138623105>



# CTS 7 Plenary Panel



**Universitat**  
de les Illes Balears

## **Speakers:**

Macià Blázquez. Professor, Department of Geography

Apol.lònia Martínez. Professor, Department of Private Law

Marc Morell. Dr., Politics, Work and Sustainability, Research Group

María Tugores, Professor, Department of Applied Economics

## **Chairs:**

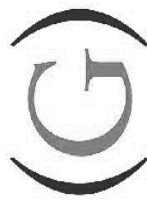
Bartolomé Deyá. Dean, Faculty of Tourism, and Professor, Department of Business and Economics

Catalina N. Juaneda. Professor, Department of Applied Economics

## **Tourism in Transition: Research Contributions from the University of the Balearic Islands**

Taking the point of departure in the history of tourism development in the Balearic Islands, this multidisciplinary research panel will discuss a series of questions: What have we learnt after 50 years of tourism development? Is there a possible sustainable future for mass tourism? What are the main gaps and challenges in tourism knowledge and research? How can we improve tourism knowledge transfer to politicians, civil society, and industry? Are we providing the tourism education that our societies need?

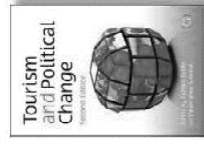




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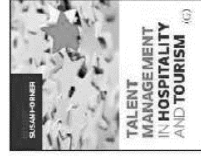
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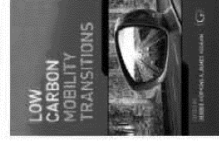
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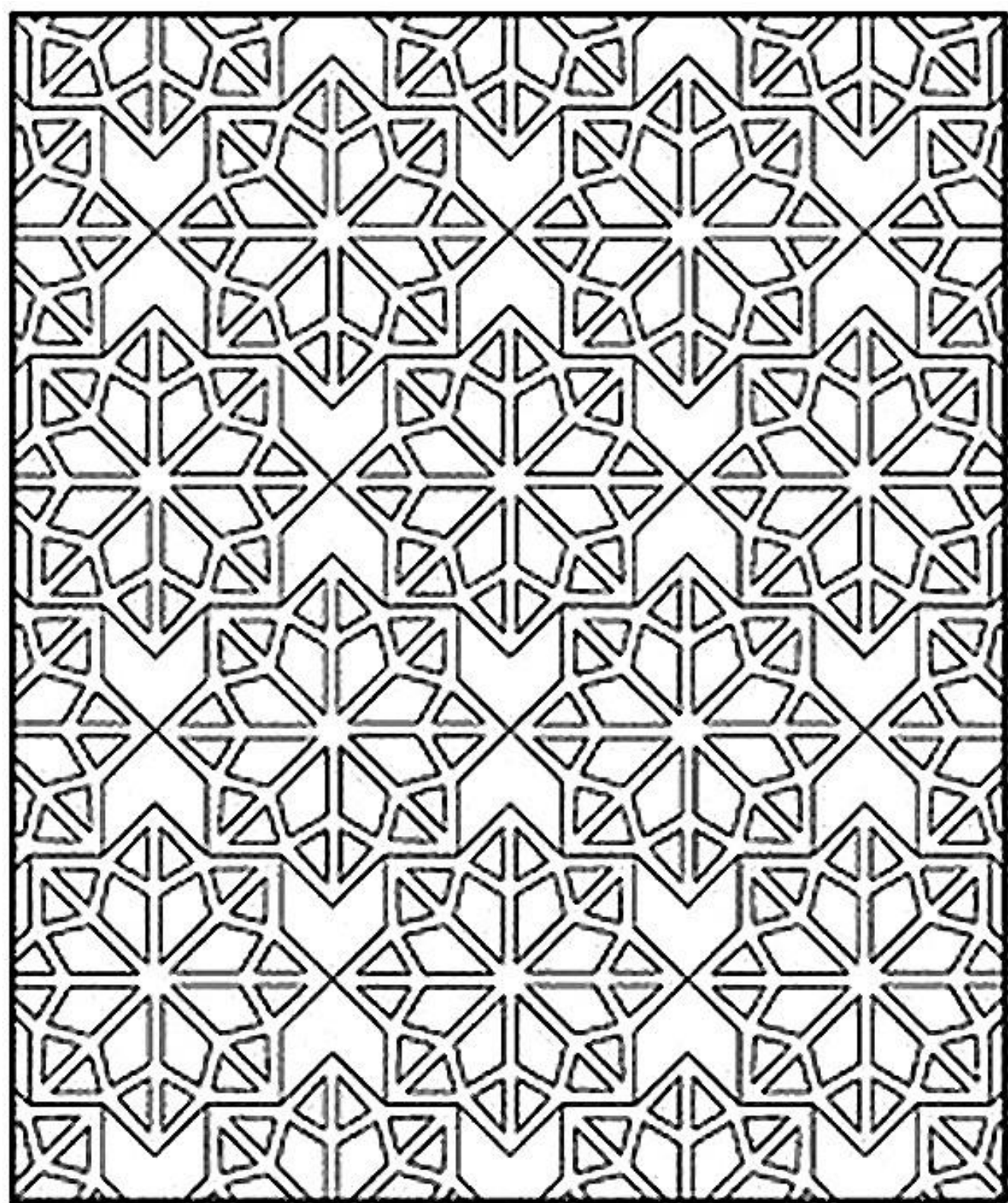


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# CTS 7 Intergenerational Dialogue

## **Speakers :**

Nelson Graburn. Professor Emeritus, Sociocultural Anthropology, University of California at Berkeley

Heather Jeffrey. Lecturer, Tourism Studies and Management, University of Bedfordshire, PhD Candidate at Middlesex University

The CTS Students Network

## **Moderator :**

Lisa Cooke. Associate Professor, Cultural Anthropology, Thompson Rivers University

## **Tourism Imaginaries :**

### **Whose Discipline? Whose Morality?**

**Nelson Graburn**

Tourism research is a very complex network of overlapping goals, methods, and measures. The past two decades have seen the emergence of strong components labelled the moralization of tourism and critical studies. Within the past decade, the field of Tourism Imaginaries has emerged, cross-cutting the social sciences disciplines, and has become a concern to more practical fields of branding, advertising, and destination image. This paper asks questions about whose morality? The researcher's, the tourists' or the tourist practitioners'? It takes a historical view of the growth of moral concerns in the disciplines which make up tourism studies, paying attention to what these actors are being moral about, and whether there are reflexively monitoring their own thoughts and behavior or whether they are judgmental about the behaviors of others. While the Western philosophies, ancestors of the social sciences, have since the Renaissance had imaginaries which included service to humanity, moral concerns have differentiated and changed over time. Recent visions in tourism studies have included concerns for poverty alleviation, preservation of cultural and environmental heritages including threatened species and ecological zones, local and rural empowerment and decision making, gender egalitarianism and children's rights including sexual exploitation, sustainability in its many meanings, and of course long-term climate change. Imaginaries are conservative personal and cultural formations which may, like habitus, include tacit and embodied values, and self-promotion and defense mechanisms. Our focus will engage recent debates and research, looking at their disciplinary backgrounds and ethical contextualizations.



Nelson Graburn has taught at Berkeley since 1964, with visiting appointments at the National Museum of Civilization, Ottawa, Le Centre des Hautes Etudes Touristiques, Aix-en-Provence, the National Museum of Ethnology (Minpaku) in Osaka, the Research Center for Korean Studies, Kyushu National University, Fukuoka, the International Institute for Culture, Tourism and Development, London Metropolitan University, and the UF Rio Grande del Sol, Porto Alegre, Brazil. At Berkeley, he has taught a seminar on Tourism, Art, and Modernity since 1977, and he is co-chair of the Tourism Studies Working Group. His recent research has focused on the study of art, tourism, museums, and the expression and representation of identity. He is now working on Contemporary Tourism in Asia (Japan and China), as well as continuing his research on contemporary Inuit arts including "urban Inuit arts". He also works with the Canadian Inuit cultural organization, Avataq, in Nouveau Quebec, and with Inuit institutions in Iqaluit, Nunavut, on aspects of cultural preservation and autonomy.



Lisa Cooke is a cultural anthropologist specializing in Indigenous and Settler Colonial studies. Her research interests revolve around examining indigenous-settler relations in Canada as they play out in, through, and between places. She has found ethnographic examinations of tourism and the production of touristic spaces a great entry point to exploring contemporary colonial cultural forms and the ways that indigenous-settler relations are shaped or are shaped by them on the ground. Earlier work conducted in Whitehorse and Dawson City in Canada's Yukon Territory informs her current examination of indigenous-settler relations as they play out in the southern interior of British Columbia. Lisa is an associate professor of Anthropology at Thompson Rivers University in Canada.



Heather Jeffrey is a lecturer in tourism studies and management at the University of Bedfordshire and a PhD candidate at Middlesex University. Heather's research interests lie in tourism and social inequalities; her PhD investigates women and tourism in Tunisia. Heather benefitted from the environment of the last CTS conference so much that she wanted to spread the word among other PhD students, and so she decided to start the Facebook group Critical Tourism Studies Students.

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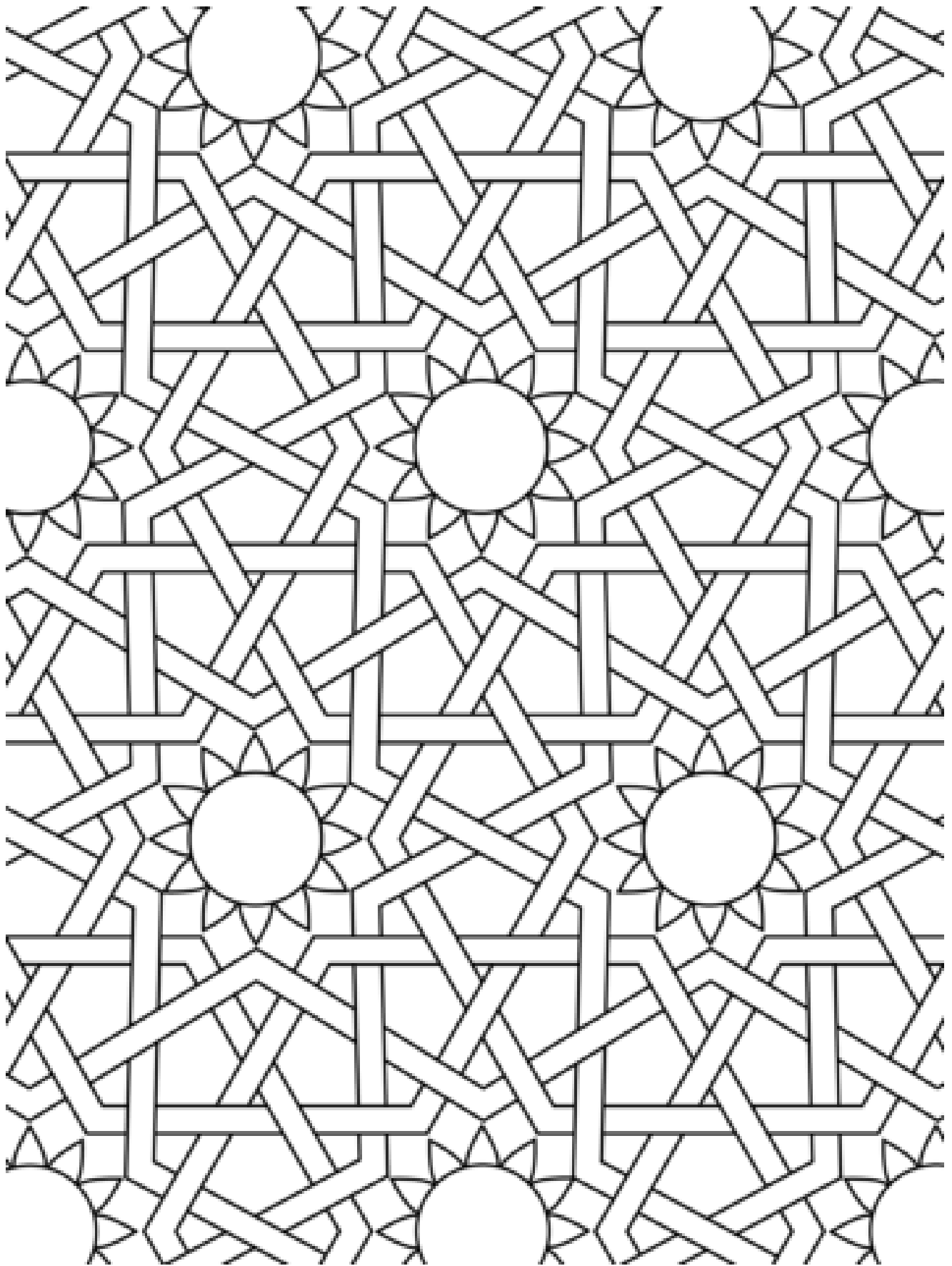
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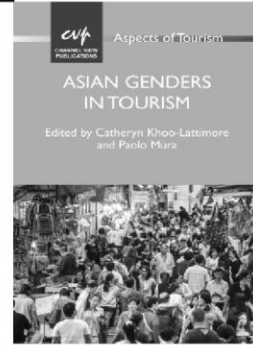
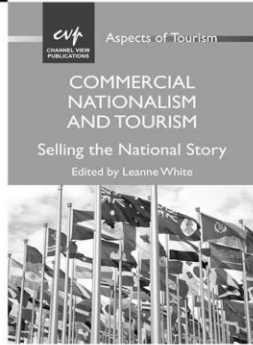
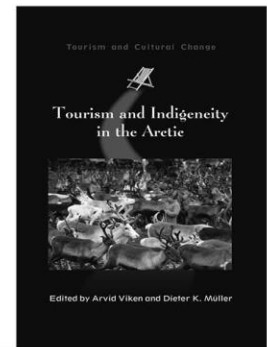
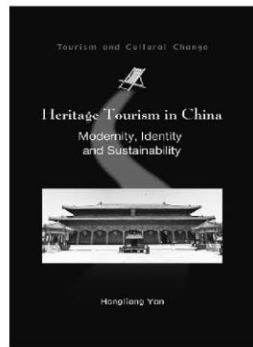
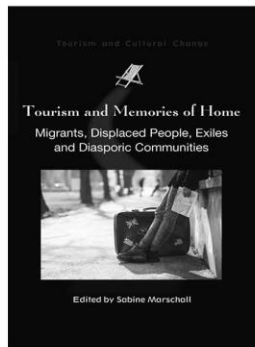
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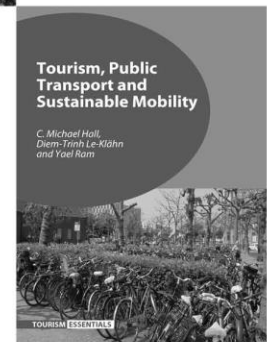
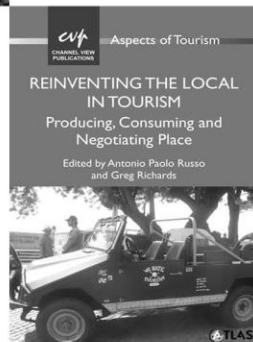
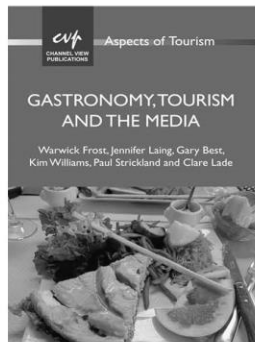
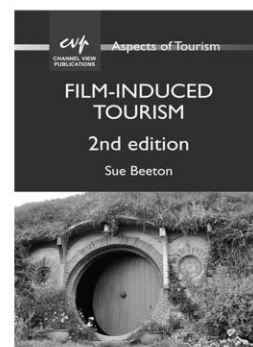
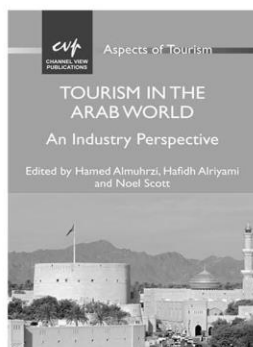
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# CTS 7 Discussants

Jennie Small  
University of  
Technology, Sydney



Dr. Jennie Small is an Honorary Associate in the Business School at the University of Technology Sydney. With a background in Psychology, Urban Studies and Tourism Management, her teaching and research focus is tourist behaviour with specific interest in gender, age, embodiment, body image, mobility, disability (vision impairment) and the development of the research method, “memory-work”. Jennie is committed to the Critical Tourism ethos, having been a long time member of the Critical Tourism Studies group, and she is a coordinator of the *Critical Approaches in Tourism and Hospitality* Special Interest Group of the Council for Australasian University Tourism and Hospitality Education.



Keith Hollinshead  
University of Bedfordshire

Prof. Keith Hollinshead is a critical analyst of cultural inheritances ... or rather of the power and reach of tourism to project (and mis-project) how we have ‘know’ the cosmologies and inheritances of peoples and communities, today. Labelled as one of the ‘new wave’ conceptualists of recent decades in Tourism Studies, he is a Distinguished Professor of the

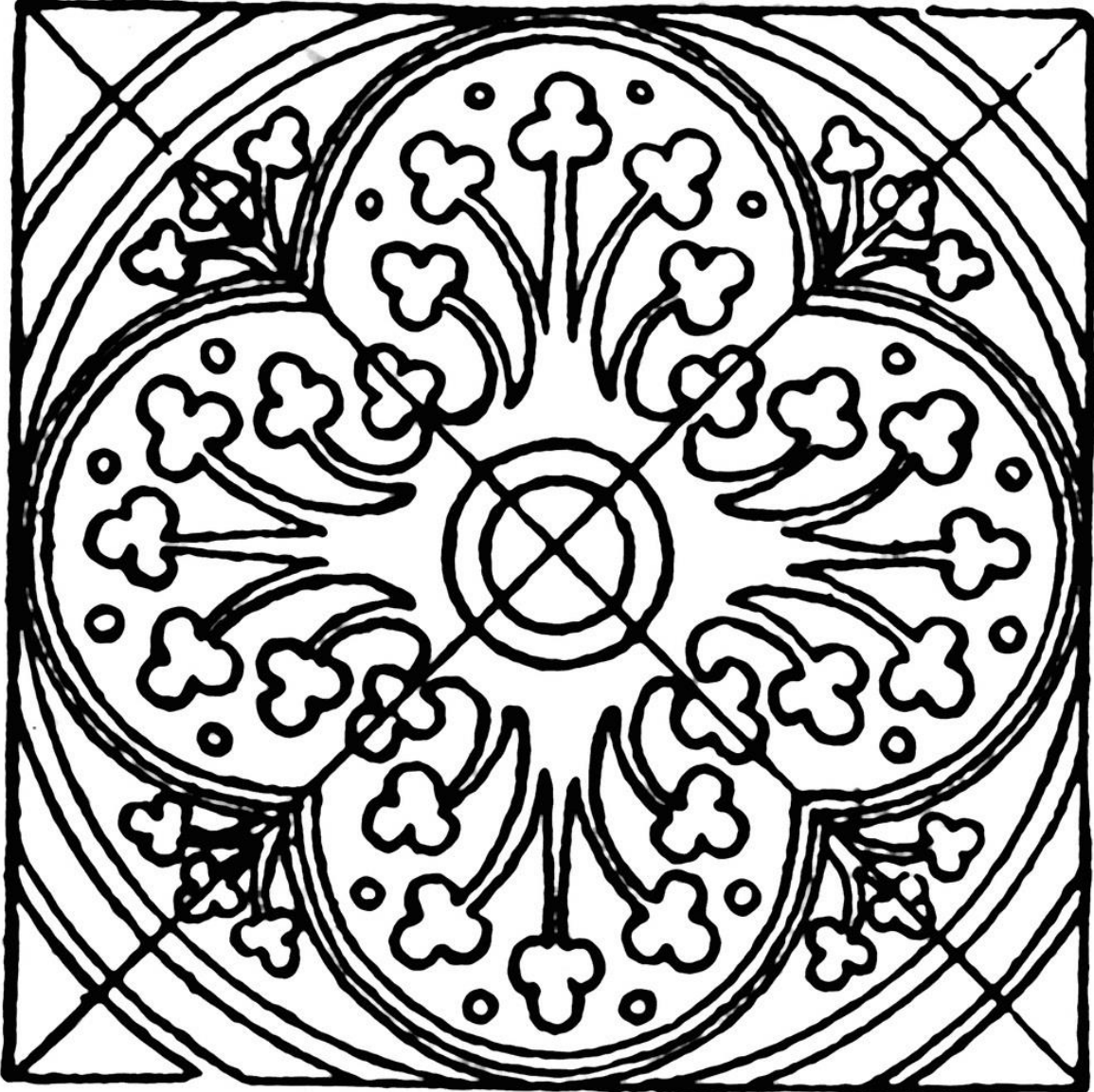


International Tourism Studies Association (based at Peking University), and has been elected Vice President (for International Tourism) of the International Sociological Association on three occasions. He has also served as one of the longstanding Masthead Editors for *Tourism Analysis* and *Tourism, Culture, and Communication* since the foundation of these journals in the mid-1990s. Keith's current research agendas probe the worldmaking agency and authority of the declarative repertoires of tourism, and of the governing fantasmatics (i.e., the inherited and naturalized mythical apparatuses) of populations. Currently operating as Professor of Public Culture (and Public Heritage / Public Nature!!) at the University of Bedfordshire, Keith critically examines the influence of tourism to ascribe (or creatively make) fresh / aspirational corrective futures for peoples via its soft power effectivities. His research regimes have principally revolved around the necessity for those who research or 'manage' in Tourism Studies / Public Culture / Related Projective Fields to develop fluid acumen (i.e., informed 'plural knowability') in order to reasonably / meaningfully understand the held spiritualities, the hailed inheritances, and the honoured traditions of the diverse 'other populations' which they encounter, or for which they otherwise have a performative care.

Margaret Byrne Swain  
University of California  
at Davis



Prof. Peg Swain is an anthropologist, Emerita in Gender, Sexuality, and Women's Studies and former Director of the Women's Resources and Research Center at the University of California at Davis. Her early work was with indigenous Kuna communities in Panama; more recent research focuses on ethnic minorities in Southwest China, particularly the Sani Yi. Peg has published extensively in book chapters and journal articles on ethnography of indigenous tourism, issues of gender in tourism, and cosmopolitanism from a feminist perspective; co-edited *Gender/Tourism/Fun(?)* (2002), *Explorers and Scientists in China's Borderlands, 1880-1950* (2011), and co-authored *The Historical Dictionary of Peoples of The Southeast Asian Massif* (2016). What does Peg have to say about CTS? "My first encounter with CTS was at the inaugural 2005 meeting in Dubrovnik: it was an honor to participate then and a delight to join in now!"





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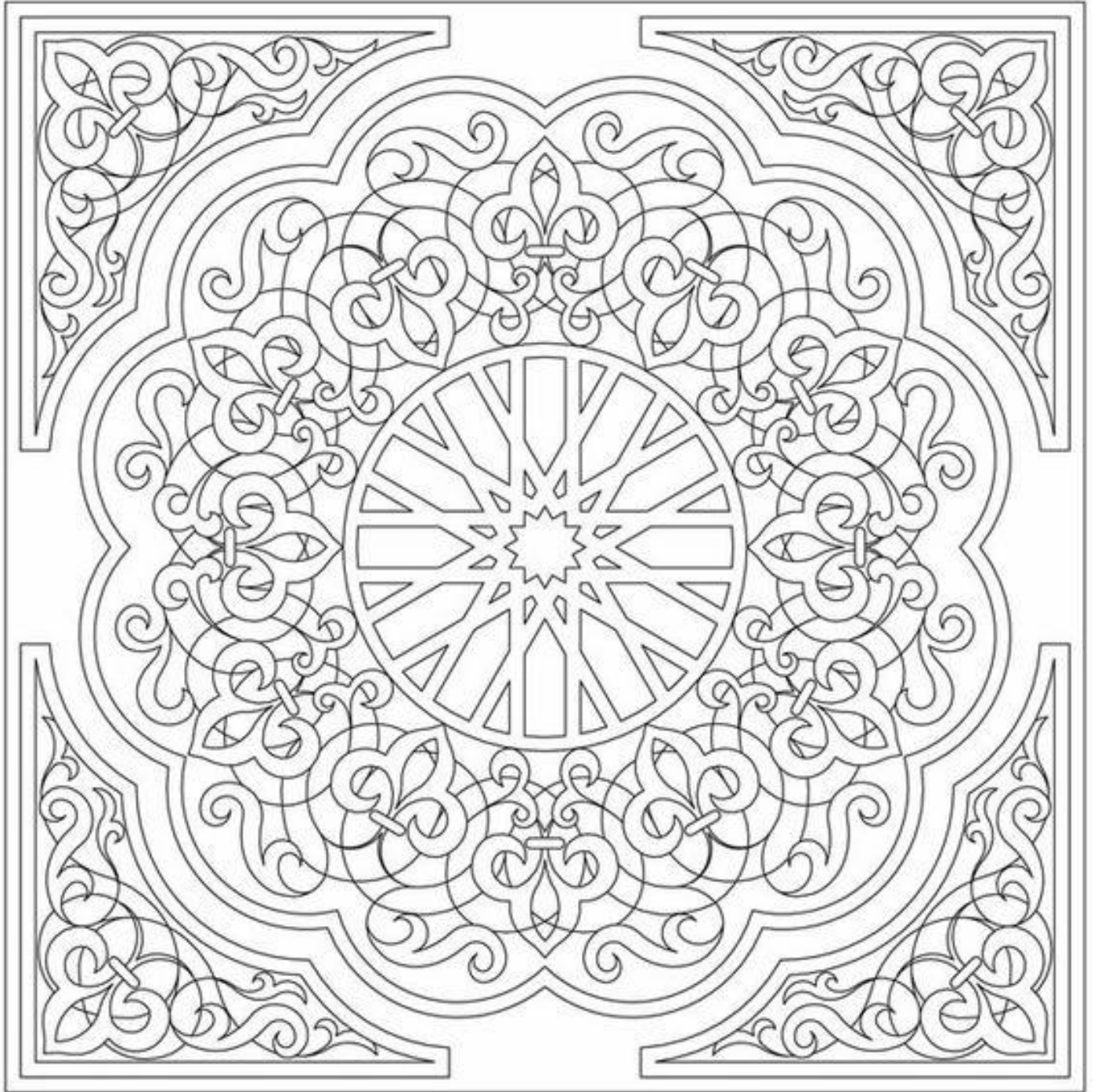
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