

CRITICAL TOURISM STUDIES VIII CONFERENCE

**Pride and Prejudice:
Que(e)rying Tourism Hope**



**24-28 June, 2019
Ibiza, Spain**

Critical Tourism Studies 8 ● June 24–28, 2019 ● Ibiza, Spain

PRIDE AND PREJUDICE
Que(e)rying Tourism Hope

Call for Contributions

Welcome to a critical and hopeful dialogue about contexts, moralities, knowledges, creativity, the world, and the self. We invite contributions ranging from the traditionally intellectual to the innovative, artistic, and experiential. We welcome any submissions in English, French, or Spanish that fit under the broad umbrella of critical tourism studies or one of our cognate critical fields—critical hospitality studies, critical events studies, critical leisure studies.

We're One (But We're Not the Same)

the particular and the universal; inclusion; identity and non-essentialism; race, ethnicity, and class; gender and sexuality; disability; diversity, difference, and intersectionality

There Is a Crack in Everything; That Is How the Light Gets In

love; compassion; peace; care and vulnerability; emotions and affect; beliefs; silence and slowness; contemplation; spirituality and faith

Clandestino

mobilities; migration; labor force; globalization; borders; colonialism, postcolonialism, and decolonialism

Wild World

antifoundationalism; liquid modernity; new materialism; agency; entanglement; contingency; rhizomes; ethics without ontology

Talkin' about a Revolution

activism; policy; civil society; justice; community; reconciliation; welfare; Indigenous peoples

Wanderlust, Wanderland

growth; capitalism; overtourism; sustainability and CSR; environmentalism; development; entrepreneurship; the Anthropocene; climate change; wildlife and conservation; animal ethics

My Face Is the Real Shop Front

queering cultures; embodiment; real and hyperreal; post-tourism; transgender; fluidity; postmodernity; becoming; norms and normativity

Video Killed the Radio Star

artificial intelligence; smart tourism; digitalization; social media; extended self; control and monitoring; metrification

Alegria

party; joy; music; festivals; art; wellbeing and flourishing; creativity

The Land of Hope and Dreams

hope; trust; moral imagination; solidarity; grace; emancipation; new lines of flight

Somewhere Over the Rainbow

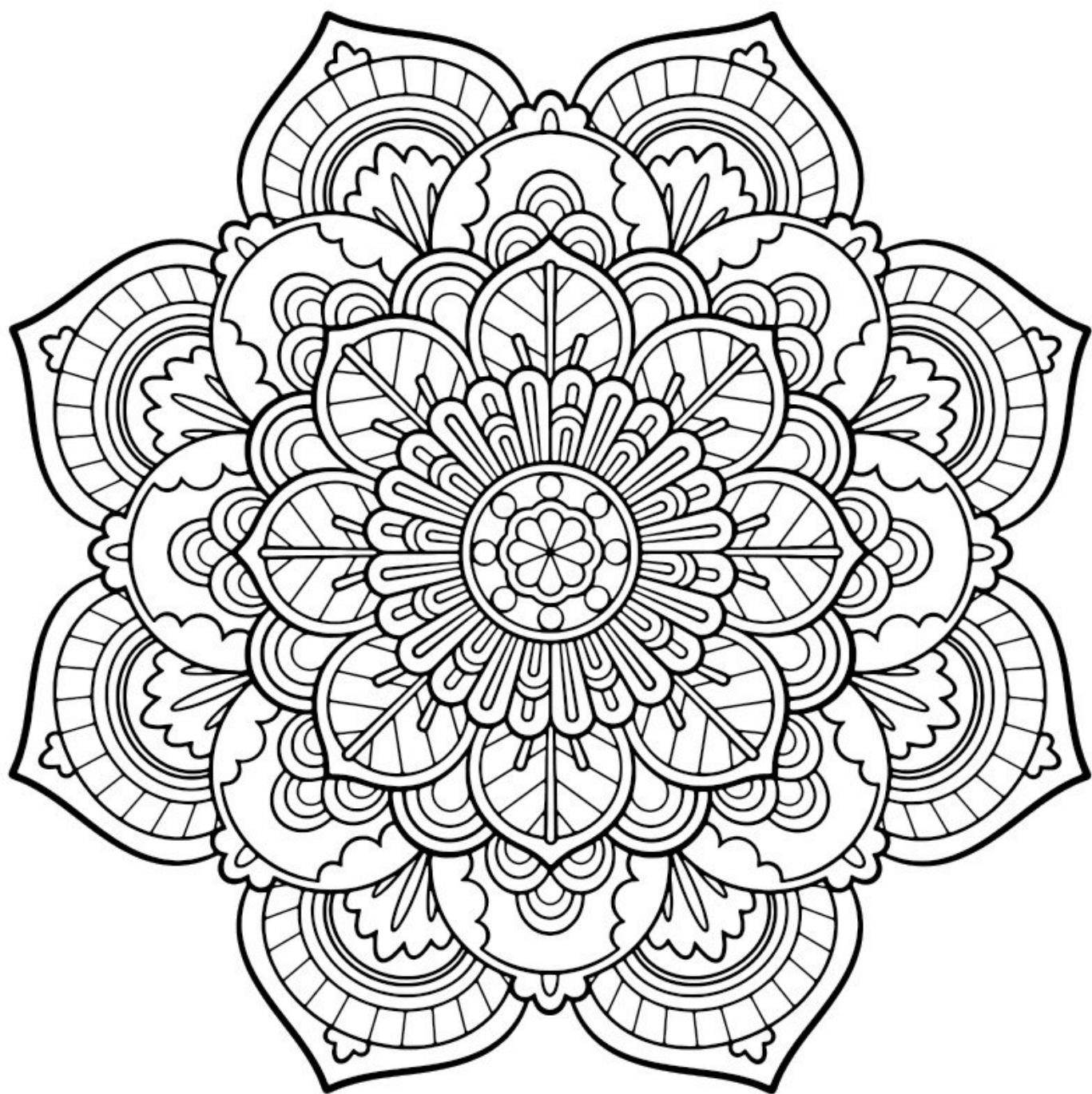
any other topic you are studying to help bring about the world you dream of



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).



Program at a Glance

June 24

8:00 PM	Welcome Reception. Calma Bistró, Marina Ibiza. Opening Remarks and Logistics
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June 25

8:00 AM	Registration
9:00 AM	Opening Greeting
9:30 AM	Keynote Address: Alison McIntosh & Paul Lynch
10:30 AM	Coffee Break
11:00 AM	Parallel Session 1
12:30 PM	Parallel Session 2
1:30 PM	Lunch
2:30 PM	Plenary Panel: Critical Activism in Tourism
4:00 PM	Coffee Break
4:30 PM	Closing Session Discussant: Lynn Minnaert CTS Featured Artist: Maria Kapajeva Group Excursion: Ibiza Sunset Tradition Buses depart from Hotel Náutico Ebeso at 7:00 PM. Dinner at Café del Mar at 8:00 PM. Buses depart from Café del Mar at 10:00 PM.

June 26

9:30 AM	Opening Greeting
10:00 AM	Keynote Address: Wineaster Anderson
11:00 AM	Coffee Break
11:30 AM	Parallel Session 3
12:30 PM	Parallel Session 4
1:30 PM	Lunch
2:30 PM	Parallel Session 5
4:00 PM	Coffee Break
4:30 PM	Closing Session Discussant: Can Seng Ooi Tourism Practitioner Visit: Introducing Historic Ibiza

June 27

9:30 AM	Opening Greeting
10:00 AM	Plenary Session: Intergenerational Dialogue
11:00 AM	Coffee Break
11:30 AM	Parallel Session 6
12:30 PM	Parallel Session 7
1:30 PM	Lunch
2:30 PM	Parallel Session 8
3:30 PM	Coffee Break
4:00	Closing Session Discussant: Nigel Morgan Celebrating the Life of Professor Graham Dann: Keith Hollinshead
8:00 PM	Gala Dinner. Hotel Los Molinos.

June 28

10:00 AM	Concluding Session and Dialogue
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PRACTICAL INFORMATION

EMERGENCY SERVICES

Ambulance, Fire, Police, call 112

For other emergencies

<https://www.eivissa.es/portal/index.php/ca/la-teua-ciutat/telefonos-demergencia>

BUS and TAXI SERVICES

There are buses (line 10) from the airport to the city of eivissa each 20 minutes (from 6:20 AM until 00:20)

To see information about buses' itineraries and schedules visit

<https://ibizabus.com/ibiza/>

Radio Taxi Tel: +34 971 398 483.

IBIZA AIRPORT

<http://www.aena.es/en/ibiza-airport/index.html>

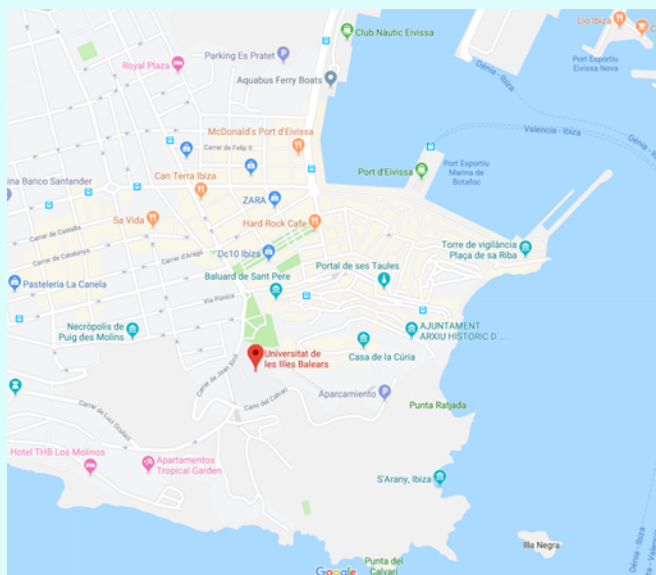
TOURIST INFORMATION OFFICES

Plaça de la Catedral, Tel: +34 971 399232

informacioturistica@eivissa.es

Tourist map

https://www.eivissa.es/portal/images/stories/pdf/562_MapTurisme.pdf





CTS 8 Keynote Address



Alison McIntosh
Professor of Hospitality &
Tourism
Auckland University of
Technology, NZ

Born and raised in the South-West of England, Alison earned her Bachelor of Tourism Studies (First Class Hons) from Cardiff Metropolitan University and her PhD from Queen Margaret University, Edinburgh. After emigrating to New Zealand in 1997, Professor McIntosh assumed academic positions at The University of Otago, Lincoln University, and most recently as Professor of Tourism at The University of Waikato in New Zealand. She also holds a Visiting Professor position at Edinburgh Napier University, Scotland.

Alison's research focuses on critical understandings of the tourism and hospitality experience, with particular focus on issues of accessibility, social justice and advocacy. A central theme of her research is that experiential, qualitative, and social justice analyses reveal subjective, emotional, and neglected aspects of tourism experiences, prioritising otherwise unheard voices, personal dimensions, and tourism in marginalised contexts. Alison is Founding Co-Editor of the international journals *Hospitality & Society* (Intellect) and *Hospitality Insights* (Tuwhera) and serves on the editorial boards of other leading tourism journals. She is also Co-Founder of the outreach network, Network for Community Hospitality, that supports not-for-profits and community stakeholders in tackling some of New Zealand's pressing social issues.

CTS 8 Keynote Address

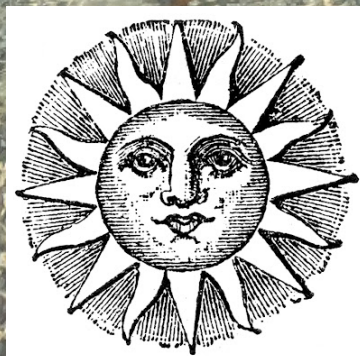


Paul Lynch
Professor of Critical Hospitality &
Tourism
Edinburgh Napier University, UK

Paul's research focuses upon critical and sociological perspectives on hospitality and tourism. Exploring commercial homes has led to his main areas of publication, concentrating on small hospitality and tourism firm entrepreneurs, including women micro-entrepreneurs, social enterprises, tourism destination networks and networking, advanced qualitative research methods (sociological impressionism and sociological expressionism), hospitality, and space. Deepening understanding of commercial home enterprises has drawn attention to the interactions between host and guest, host and home, the nature of hospitality, and how the study of hospitality sheds light on people, work and society. Paul's most recent research focuses upon understanding the experience of mundane welcome. With colleagues in the UK, US, and NZ, Paul pioneered the launch of a new intentionally interdisciplinary journal *Hospitality & Society*, which seeks to provide a hospitable meeting-ground for discussion, exchange of ideas, and advancing theoretical developments relating to perspectives on hospitality. Paul serves on the editorial boards of the following journals: *International Journal of Hospitality and Tourism Administration*; *Tourism Review*; *Research in Hospitality Management*. Paul previously worked at the University of Strathclyde and Queen Margaret University. He is a Fellow of the Institute of Hospitality, former Chair (Research) of the Council for Hospitality Management Education, Visiting Professor at the University of Stenden, Hotelschool The Hague, and Auckland University of Technology.

Welcome to the Hopeful Possibilities of Hospitality!

The inaugural Critical Tourism Studies Conference in 2005 in Dubrovnik was the catalyst that kick-started conversations between us around the relatively inhospitable nature of most previous academic hospitality research. Despite our different fields of research, we shared a commonality in our quest for a hospitable academy of hope, and the possibility for a hospitable society—noting, in effect, that hospitality is society. Since CTS 2005, we have shared in a collaborative journey to challenge the existing commercial focus of most previous hospitality management research, and we established the *Hospitality & Society* journal to encourage interdisciplinary understandings and a richer critical framing of the study of hospitality. In this keynote address, we welcome you to a critical and hopeful dialogue about hospitality, moralities, knowledge, creativity, the world, and the self. We frame our talk around the ideology of ‘welcome’ and ‘hospitality’ as a social relation and a lens for the examination of society. We discuss our respective research on mundane welcome in the everyday, and in the welcome for refugees and asylum seekers, to illustrate how we believe hospitality, seen as the unconditional ideal of welcome, can give us hope for a better, fairer, more just world.



CTS 8 Keynote Address



Wineaster Anderson
Associate Professor
of Marketing
University of Dar es Salaam,
Tanzania

Wineaster holds PhD (2008) and Masters (2005) in Tourism and Environmental Economics from University of Balearic Islands, Spain, and an MBA (2001) and Bachelor of Commerce (1999) from University of Dar es Salaam, Tanzania. She was formerly Dean and Associate Dean of University of Dar es Salaam Business School and Director of Quality Assurance for the University of Dar es Salaam. She has researched and published widely in the areas of innovation and sustainability in tourism, international business, and internationalization for poverty alleviation, gender, and marketing. Wineaster has received various honours, including the 2018 Tanzania Women Champions in Tourism Award (Africa Reconnect), the 2015 Women of Achievement Award in Tanzania (TWAA), the Highly Commended African Management Research Fund Award (Emerald/ALCS) in 2010, and the Konrad-Adenauer-Stiftung Honor for the Best Essay in 1999 on East Africa Community. She has served and continues to serve on various Governmental Committees and Boards in Tanzania, including the Technical Advisory Committee to the Minister of Natural Resources and Tourism; the National Council for Technical Education - Business, Tourism and Planning Board; Tanzania Investment Centre; Tanzania Bureau of Standards; and the Tanzania National Parks Authority.

Critical Tourism Themes Emerging from the Sub-Saharan Africa

The presentation highlights the critical themes emerging from the tourism scholarly works published about Sub-Saharan Africa (SSA) during the past decade. The focus is on Tanzania. Using content analysis, the key themes include the pro-poor tourism, innovation and sustainability, inclusive tourism development, as well as public-private partnerships and dialogues for reforming the business environment. Most discussions are centred on three key pillars. First, there is a common agreement that, tourism is one of the key economic sectors in the SSA; and therefore, they propose responsible and pro-poor tourism strategies as the way forward. Second, inclusive tourism development comes out very strongly as it requires all groups of people [regardless of their gender, ethnicity, age, sexual orientation, disability or poverty] contribute to creating equal opportunities for all, new customer values and experiences. Three, they consider favourable business climate a lifeline for attracting more tourism investments and tourists to the destination; supporting innovations and creativity and eventually, reducing poverty. The presentation, conclusively, underlines the prominence of two strategic themes - inclusive tourism development and innovations in tourism - and provides an important contribution to managerial and policy research.



CTS 8 Featured Artist



Maria Kapajeva
Multi-Media Artist
www.mariakapajeva.com
Instagram and Twitter
@mkapajeva

Maria Kapajeva is an Estonian artist, who works in London, UK. In 2018 she won the Runner-Up Award at FOKUS Video Art Festival, Denmark, and in 2016 she got a Gasworks & Triangle Network Fellowship to work at Kooshk Residency in Tehran. Her work was internationally exhibited including the most recent: RIBOCA Biennial (Latvia, 2018), Kaunas Photography Gallery (Lithuania, 2018), Narva Art Residency (Estonia, 2017), WOAK Gallery (Poland, 2017), Detroit Oloman Gallery (USA, 2017). Her video works participated at Luminocity Festival (Canada, 2018), NexT Film Festival (Romania, 2017) and Berlin Feminist Film Week (2016). Maria's first artist book, *You Can Call Him Another Man*, is shortlisted for the Aperture Photobook Award 2018. Currently, she is having her solo exhibition in at Latvian Museum of Photography in Riga.

Maria's multicultural background informs her practice of mining a diverse spectrum of cultural identity and gender issues within historical and contemporary contexts. She works with stories and histories that grow out of the collection of vernacular photography that she finds in archives, old family albums, on the internet, or in flea markets. She appropriates and deconstructs these images while looking for stories that have been forgotten or are about to disappear. Working with video, installation, and object-based art, she embeds found objects and images into unique pieces using various printing and stitching techniques.

CTS 8 Plenary Panel



Universitat
de les Illes Balears

Critical Activism in Tourism

Speakers:

Bartolomé Deyá, Dean of the Faculty of Tourism, University of the Balearic Islands

Carol Martínez, representative of the organization *Ciutat per a qui l'Habita*

Joaquim Valdivielso, Professor, University of the Balearic Islands, and representative of the organization *Terraferida*

Neus Prats, representative of the environmentalist association *Grup Balear d'Ornitologia i Defensa de la Naturalesa* in Ibiza

Milagros Carreño, representative of *Les Kellys* in Ibiza and Formentera

Chair:

Catalina N. Juaneda, Professor, Department of Applied Economics, University of the Balearic Islands

CTS 8 Intergenerational Dialogue

Keith Hollinshead is a critical analyst of the longrun inheritances of populations today, and thereby of ways in which peoples / institutions / interest groups differentially imagine the world 'culturally' and 'cosmologically'. A commentator upon power and reach of tourism and other mobilities to inscribe how 'we' variously understand our cherished pasts / presents / futures, he draws on Cultural Studies, Political Science, Human Communications, and Anthropological regimes of knowing to critique the public culture / the public heritage / the public nature of our era. Currently Vice President (International Tourism) of the International Sociological Association [ISA], Keith also functions as one of the longstanding Masthead Editors for both *Tourism Analysis* and *Tourism, Culture and Communication*. In relation to critical tourism studies, he generally examines the representational repertoires by and through which particular visions about place and space are normalized for political and / or psychic gain.



Catheryn Khoo-Latimore researches tourist and guest behaviour, with a passionate focus on women, families, and young children. She is the Regional Field Expert (Asia & the Pacific) for the United Nations World Tourism Organisation (UNWTO) and United Nations Women (UN Women)'s 2019 Global Report on Women in Tourism. She is also the founder and chair of Women Academics in Tourism (WAiT), as well as the Editor-in-Chief for *Tourism Management Perspectives* (TMP). Since taking over the leadership of TMP, Catheryn has attempted to introduce love into academe, incorporate diversity into its editorial board and publications, and create alternative representations of knowledge through short, engaging videos. Although she has published many articles in international tourism journals, one of her favourites is "The ethics of excellence in tourism research: A reflexive analysis and implications for early career researchers", because the writing process empowered her. She also began the "Most Awesome Scholars" award in 2017, which advocates for the recognition of the spirit of collegiality and friendship in university systems.



Meghan Muldoon is an assistant professor with the School of Community Resources and Development at Arizona State University, and based at the newly-established HNU-ASU Joint International Tourism College in Hainan, China. Her doctoral work into the hosts' gaze in the townships of South Africa was completed in 2018 at the University of Waterloo, Canada. Her areas of research interest include tourist-host encounters, identities, postcolonialism, feminisms, digital discourses, and arts-based methodologies.

CTS 8 Discussants

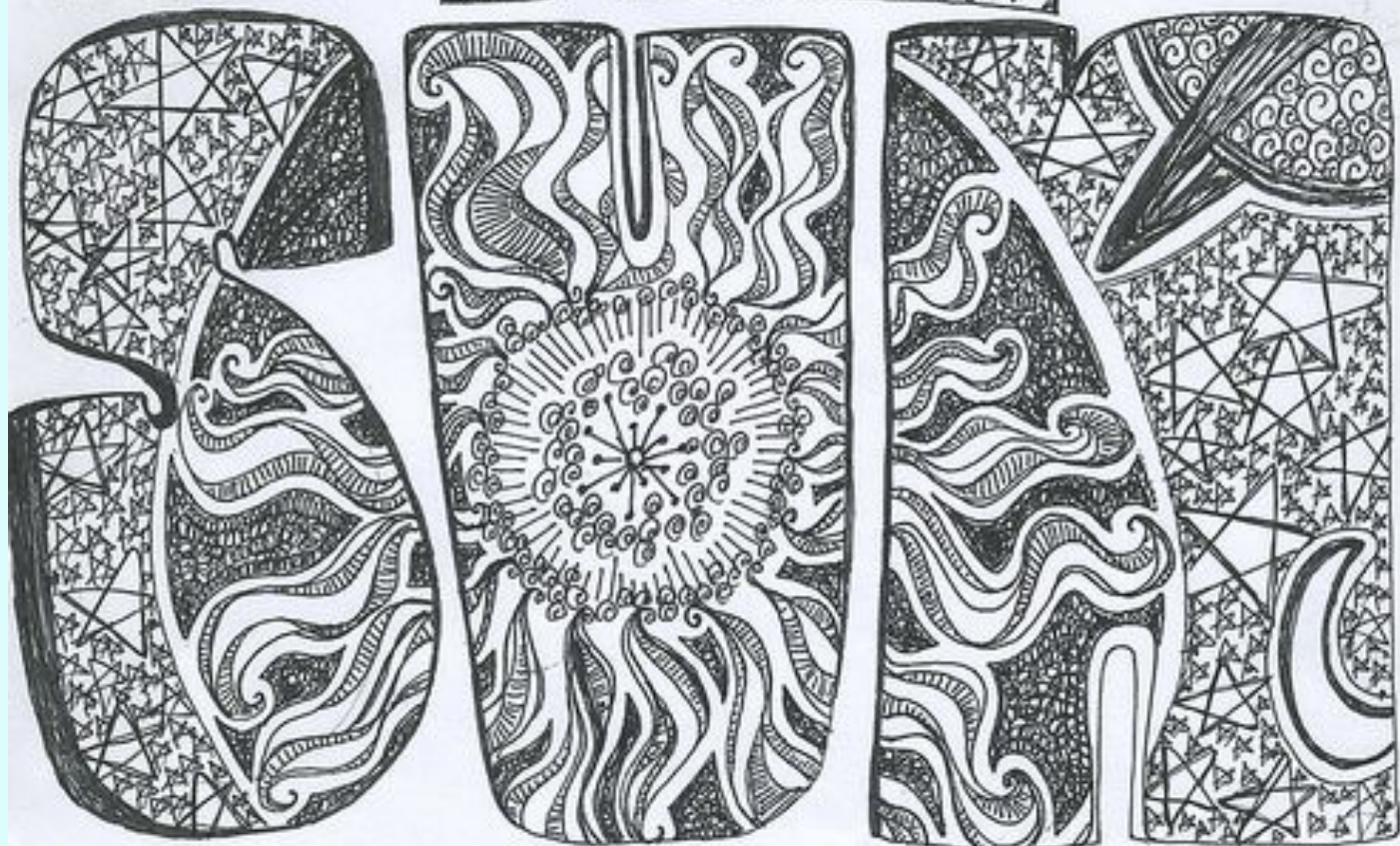
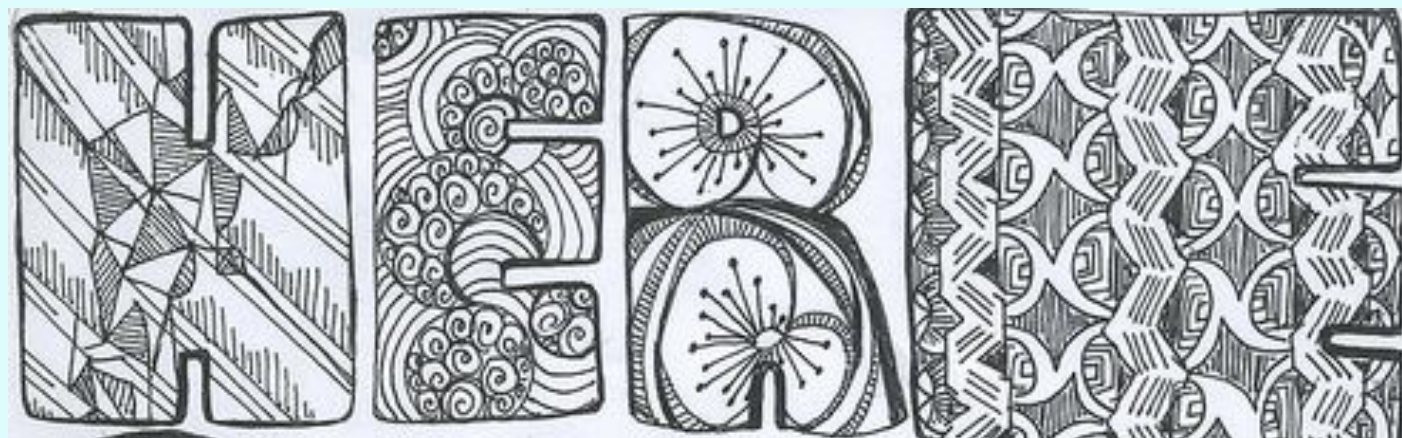
Lynn Minnaert
New York University,
USA



Can Seng Ooi
University of Tasmania,
Australia

Nigel Morgan
University of Surrey,
UK





When it's not always raining, there'll be days like this
When there's no one complaining, there'll be days like this
When everything falls into place like the flick of a switch
Well my mama told me there'll be days like this

When you don't need to worry, there'll be days like this
When no one's in a hurry, there'll be days like this
When you don't get betrayed by that old Judas kiss
Oh my mama told me there'll be days like this

When you don't need an answer, there'll be days like this
When you don't meet a chancer, there'll be days like this
When all the parts of the puzzle start to look like they fit
Then I must remember there'll be days like this

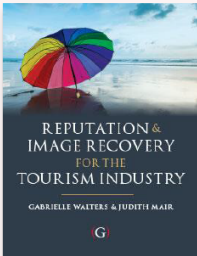
There'll be days like this
When everyone is up front, and they're not playing tricks
When you don't have no freeloaders out to get their kicks
When it's nobody's business, the way that you want to live
I just have to remember there'll be days like this

When no one steps on my dreams, there'll be days like this
When people understand what I mean, there'll be days like this
When you ring out the changes of how everything is
Well my mama told me there'll be days like this

Oh my mama told me
There'll be days like this

--Van Morrison

Just Out



Reputation and Image Recovery for the Tourism Industry
By Gabrielle Walters and Judith Mair
ISBN: 9781-911396-68-0

Uses real life cases studies to contextualise the relevant theories, and unpacks examples of best practice to illustrate how carefully managed response strategies can ensure an organisation's future survival.

June 2019; Paperback; 256 pgs
Price: £34.99: €45.00: USD\$55.00 *

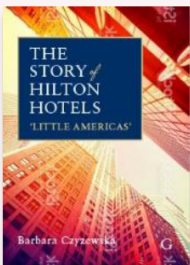
Just Out



Principles of Festival Management
By Chris Newbold, Jennie Jordan, Paul Kelly, and Kristy Diaz
ISBN: 978-1-911396-83-3;

A complete guide to developing and running a festival from inception to staging processes.

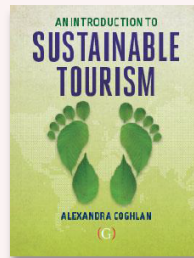
February 2019; Paperback; 315 pgs
Price: £34.99: €45.00: USD\$55.00 *



The Story of Hilton Hotels: 'Little Americas'
By Barbara Czychewska
ISBN: 978-1-911396-80-2

An informative historical analysis of the development of the company and Conrad Hilton himself, illustrating how he fulfilled the typical American dream of rising from rags to riches to construct a multinational hotel empire.

Aug 2019; Paperback; 256 pgs
Price: £34.99: €45.00: USD\$55.00 *

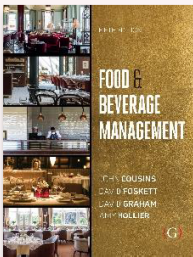


An Introduction to Sustainable Tourism
By Alexandra Coghlan
ISBN: 978-1-911396-74-1

A comprehensive, pragmatic and realistic look at integrating sustainability into tourism. Using first-hand research projects, international case studies and AR features.

Aug 2019; Paperback; 256 pgs
Price: £34.99: €45.00: USD\$55.00 *

Just Out



Food and Beverage Management 5th edn
By John Cousins, David Foskett, David Graham & Amy Hollier
ISBN: 978-1-911635109

Fully updated and revised to take account of current trends such as the experience economy, CSR, connectivity and smart controls, and allergen and data protection laws.

May 2019; Paperback; 365 pgs
Price: £34.99: €45.00: USD\$55.00 *



Experiential Consumption and Marketing in Tourism within a Cross-Cultural Context
Edited by Antónia Correia, Alan Fyall, and Metin Kozak
ISBN: 978-1-911396-98-7

Analyzes and critiques initiations to culture, and reports on the facilitation, celebration and sharing of culture through tourism and how each is manifested in tourism marketing theory, policy and practice.

June 2019; Paperback; 256 pgs
Price: £34.99: €45.00: USD\$55.00 *

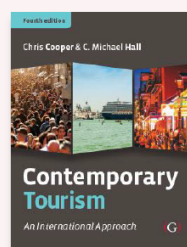


Event Portfolio Management - Theory and methods for event management and tourism

By Vladimir Antchak, Vassilios Ziakas and Donald Getz
ISBN: 978-1-910158-56-2

Discusses how portfolio theory can be linked to generic theories of strategic management and a number of event-tourism strategies, risk assessment, impact and cost/benefit evaluation.

August 2019; Paperback; 192 pgs
Price: £34.99: €45.00: USD\$55.00 *



Contemporary Tourism: An international approach 4th edition

By Chris Cooper and C M Hall
November 2018; ISBN: 978-1-911396-77-2; Paperback; 430 pgs

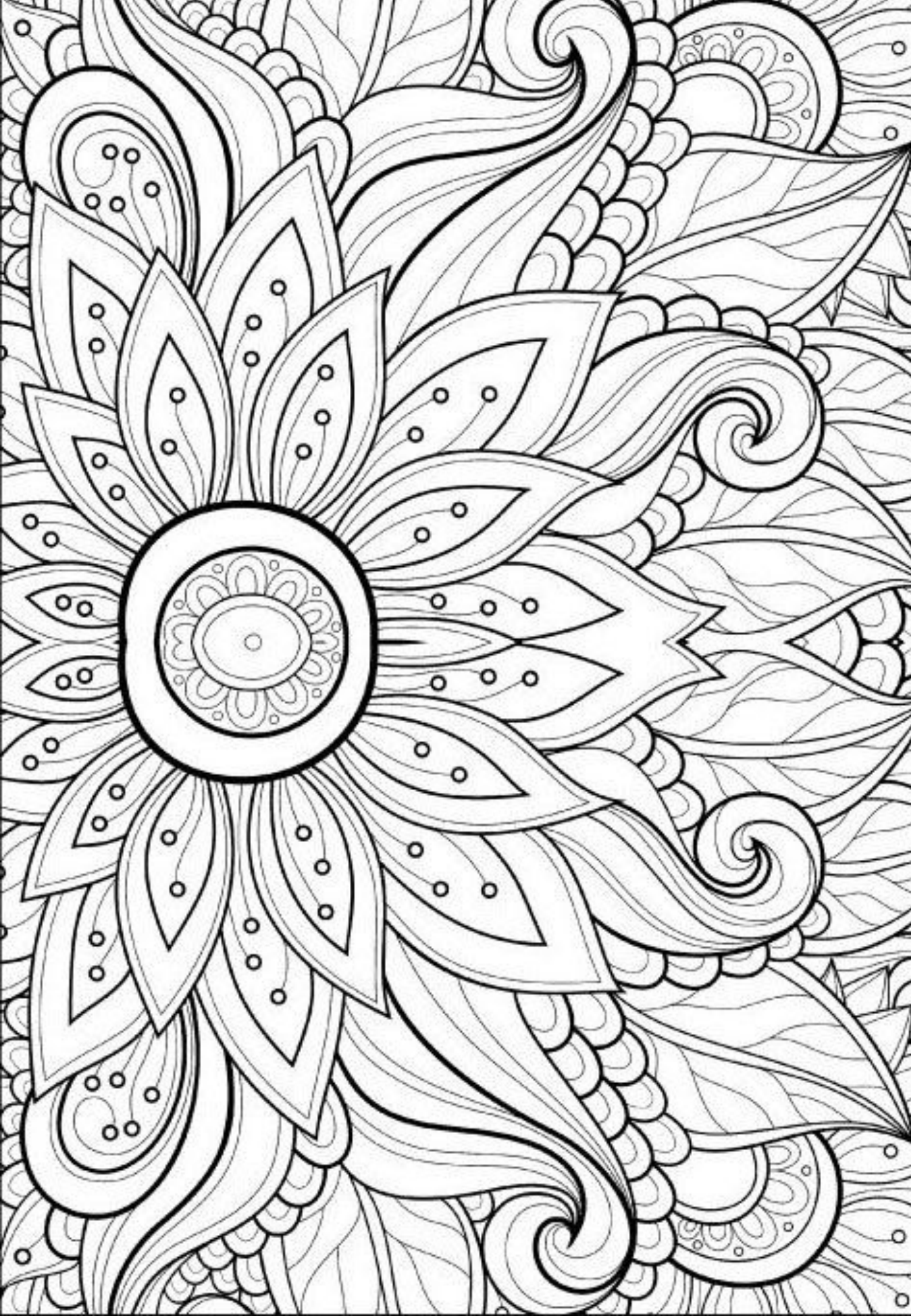
Price: £34.99: €45.00: USD\$55.00
Now in its 4th edition, this best selling text considers issues such as overtourism, advances in AI, environmental crisis, the sharing economy and Airbnb, the tourist experience and product development.


November 2018; Paperback; 430 pgs
Price: £34.99: €45.00: USD\$55.00 *



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TO
YOURSELF.

Phil. 4:8





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