Restoring Tourism Destinations In Crisis A Strategic Marketing Approach

The tourism industry is arguably one of the most important sources of income and foreign exchange, and is growing rapidly. However, national and international crises have huge negative economic consequences. Crisis Management in the Tourism Industry aims to illustrate the theories and actions that can be taken to better understand consumer, economic and environmental reaction, in order for the businesses involved to be more prepared for such events. Now in its second edition, this text has been fully revised and extended to include recent events such as Bali, SARS and international terrorism, expanding sections such as: * Terrorism and criminal activities * Risk perceptions and the influencing variables * The stakeholder concepts * Analysis methods-visibility of advantages/disadvantages of methods * Marketing instruments and best practices Written by one of the world's leading experts from the World Tourism Organisation, the book has global coverage, and presents international, up-to-date case studies and examples from countries such as the UK, Australia and USA. The book provides discussion of: * The influential effect of the mass media How crises effect the purchase decision process Destination branding/image and its manipulation Preventative crises management and strategies Crisis Management in the Tourism Industry is an essential guide to explaining how the tourism industry can prepare and succeed in the face of the effects of crises.

Tourism destinations are traditionally dominated by small and medium-sized enterprises that provide a wide range of products to tourists such as accommodation, travel services, transportation, recreation and entertainment, and food and beverage services. New knowledge and global risks have emerged, and small and medium-sized tourism enterprises (SMTEs) are now highly vulnerable. Recently, the COVID-19 pandemic has hit the whole world and caused a change in the tourism paradigm. Many SMTEs around the world have been severely affected by the need to completely shut down their activities for months, and expectations for recovery in the medium term are not optimistic. SMTEs do not have the capacity and increased resources financial, human, operational of large companies to prepare for crisis contingencies (planning) and respond to the challenges they face. They simply do not have the resources or knowledge for risk analysis and the creation of crisis teams or plans. This is an area of growing importance and concern, both in the public and private sectors, where specific research and more in-depth knowledge are needed. Risk, Crisis, and Disaster Management in Small and Medium-Sized Tourism Enterprises connects research in the field of crisis management with the risks affecting small and medium-sized tourism enterprises. The book presents prevailing research on SME-related planning, response, and recovery during crisis situations, further propelling much-needed literature on these challenges in today's tourism industry. The chapters cover important topics such as terrorism threats, disaster management, resilient strategies, pandemic management, and risk analysis. The target audience of this book will be composed of professionals working in the tourism and hospitality industries, restaurateurs, travel agencies, hotel executives, directors, managers, crisis and risk planners, policymakers, government officials, researchers, and academicians who are interested in the threats to tourism businesses and how small and medium-sized enterprises can manage and navigate these risks.

Growing competition between countries and cities over attracting infrastructure, investment, tourists, capital and national and international status mean that today, a negative image is more harmful than ever. Whatever the cause of the negative image, places perceived as dangerous, frightening, or boring are at a distinct disadvantage. Many decision makers and marketers stand by helplessly, frustrated by their knowledge that in most cases, their city's negative image is not based on well-grounded facts. Given that stereotypes are not easily changed or dismissed, the challenge facing these decision makers is great. Analyses of many case studies show interesting examples of places that tried to change a negative image into a positive one, in order to bringing back tourists, investors and residents. Although a great deal of knowledge about crisis communications has accumulated in recent years, very little has been written about strategies to improve places' negative images. The aim of "Media Strategies for Marketing Places in Crisis" is to discuss the various dimensions of an image crisis and different strategies to overcome it, both in practice and theory. "Media Strategies for Marketing Places in Crisis" is based on the careful analysis of dozens of case studies, advertisements, public relations campaigns, press releases, academic articles, news articles, and the websites of cities, countries and tourist destinations.

A Tourism Risk and crisis managment guide for Australian wholesale tour operators. This book is the official guide for the Council of Australian Tour Operators

Tourism Crises and Destination Recovery

Tourism Management Dynamics

Reputation and Image Recovery for the Tourism Industry

COVID-19 Impacts in the Tourism Industry

The Routledge Handbook of Destination Marketing

Organizational learning in tourism and hospitality crisis management

Tourism Risk: Crisis and Recovery Management provides a comprehensive collection of new insights for traditional paradigms, as well as exploring more recent developments in research methodology in the context of crisis management in tourism.

This book offers a comprehensive understanding of the concept and scope of the tourism industry in general and of destination marketing and management in particular. Taking an integrated and comprehensive approach, it focuses on both the macro and micro aspects of destination marketing and management. The book consists of 27 chapters presented in seven parts with the following themes: concept, scope and structure of destination marketing and management, destination planning and policy, consumer decision-making processes, destination marketing research, destination branding and positioning, destination product development and distribution, the role of emerging technologies in destination marketing, destination stakeholder management, destination safety, disaster and crisis management, destination competitiveness and sustainability, and challenges and opportunities for destination marketing and management.

Tourism destinations and businesses are becoming increasingly prone to the impacts of crises and disasters due to global environmental change and security risks. This is the first research based book that provides a strategic approach to understanding the nature of tourism crises and disasters before outlining tourism crisis and disaster planning, response, and longer term recovery and knowledge management strategies. It applies a wide range of theoretical perspectives and concepts to improve our understanding of both organisational crises and natural disasters. The book draws on examples from around the world including the USA, Europe, UK, Asia-Pacific and the Middle East. It will be essential reading for tourism academics and students as well as tourism managers and government officials involved in tourism destination management and marketing.

Restoring Tourism Destinations in CrisisA strategic marketing approachRoutledge

Worldwide Destinations Casebook

SUSTAINABLE AND RESPONSIBLE TOURISM

Restoring Tourism Destinations in Crisis

Worldwide Destinations and Companion Book of Cases Set

Tourism Marketing for Developing Countries

Towards Competitive and Sustainable Emerging Tourist Destinations

Pandemics and Travel: COVID-19 Impacts in the Tourism Industry analyses the wider impacts of epidemics, diseases and virus outbreaks on tourism and mobility. Chapters examine a wide range of issues, including the concept of Health Risk and Tourism and the impacts of the COVID-19 crisis.

The impact of crises on tourism has increased in the last ten years in response to terrorism, war, health emergencies, and natural disasters. Tourism Crises presents the latest research on crisis management with in-depth analysis of tourism flows and the economic well-being of communities at the regional, national, and international levels. This timely book examines a range of conceptual issues, including crisis communication and the safety of employees of the industry, and features case studies of responses to the World Trade Center terrorist attacks, SARS, the 1999 Austrian avalanche disaster, and the epidemic of foot-and-mouth disease in the United Kingdom.

As the global tourism industry continues to expand and to become more complex, it is vital that those in the industry identify trends early and design proactive strategies to gain competitive advantage. Tourism Futures: dynamics, challenges and tools provides the readers with a comprehensive insight of the changes in the external business environment, and equips them with new managerial techniques and tools in order to adapt and profit from these changes and into the future. Written by a team of globally renowned thinkers and researchers, it provides the manager of tomorrow with the ability to look beyond normal planning horizons and identify potential opportunities from change. Tourism Futures: dynamics, challenges and tools is part of a two part set with its companion text, Tourism Futures: the emerging business which takes the reader on a logical progression to look at new products, new consumers and new industry. Both texts thereby provide the reader with a complete set of tools and knowledge to enable them to recognise the key areas of growth and change, and the ability to use the new tools and technologies available to develop them and maximise business potential.

Worldwide Destinations Casebook features 38 comprehensive case studies of international tourism destinations, 10 of them brand new and 28 updated. A companion to the core textbook Worldwide Destinations 5th edition, these cases contextualise the learning and provide real life illustrations of the theories covered. This new edition covers subjects such as climate change, eco-tourism, destination regeneration and social impact. Case studies are drawn from all regions of the world and include: London Docklands regeneration A tourism strategy for Morocco 'New World' tourism - Outbound tourism from China Antarctica: tourism or conservation? Re-visioning tired destinations: Australia's gold coast Tourism in New York The Way of St. James: the pilgrimage as a cultural resource Ecotourism in the Ecuadorian Amazon The casebook brings a range of benefits to the classroom and by encouraging active learning allows students to gain valuable experience in: Problem solving and decision making Focusing on key issues within a clearly defined situation The development or honing of critical thinking skills Recognising that there is no one 'correct' answer to a problem Judging the relevance of different types of evidence and techniques Worldwide Destinations Casebook is the ultimate resource for contextualizing theory and is essential reading for any tourism student.

Tourism Crises

Beating the Odds?

Iscontour 2013

Causes, Consequences and Management

Tourism Risk, Crisis and Recovery Management Guide

Heritage, Culture and Society

This comprehensive textbook has, at its core, the importance of linking strategic thinking with action in the management of tourism. It provides an analytical evaluation of the most important global trends, as well as an analysis of the impact of crucial environmental issues and their implications. Now in its third edition, and reviewing the major factors affecting international tourism management, this well-established student resource provides an essential overview of strategic management for students and professionals in the tourism sector. Crises and disasters that impact tourism can have extensive reputational implications for the organisations and destinations involved. This text uses real life cases studies to contextualise the relevant theories and unpacks examples of best practice to show how carefully managed response strategies can ensure the organisation's future survival.

The SAGE Handbook of Tourism Management is a critical, authoritative review of tourism management, written by leading international thinkers and academics in the field. Arranged over two volumes, the chapters are framed as critical synoptic pieces covering key developments, current issues and debates, and emerging trends and future considerations for the field. The two volumes focus in turn on the theories, concepts and disciplines that underpin tourism management in volume one, followed by examinations of how those ideas and concepts have been applied in the second volume. Chapters are structured around twelve key themes: Volume One Part One: Researching Tourism Part Two: Social Analysis Part Three: Economic Analysis Part Four: Technological Analysis Part Five: Environmental Analysis Part Six: Political Analysis Volume Two Part One: Approaching Tourism Part Two: Destination Applications Part Three: Marketing Applications Part Four: Tourism Product Markets Part Five: Technological Applications Part Six: Environmental Applications This handbook offers a fresh, contemporary and definitive look at tourism management, making it an essential resource for academics, researchers and students.

The topic of safety and security in the tourism industry is of vital importance globally. In recent years, and mainly after the 9/11 event, both academics and practitioners have started to look into crisis management issues seeking workable solutions in order to mitigate the negative impacts of safety and security incidences on the tourism industry and affected destinations. Tourism, Safety and Security: a multi dimensional analysis brings together the writings of international leading academics and practitioners in this field to discuss prevention measures and crisis management options, in incidences of tourism safety and security. The layout and content of the book are aimed at analyzing different types of safety and security problems as well as finding managerial strategies and tactics to address them. Divided into four sections this book looks at: · Tourism and security issues: including the impact of terror in the hotel market in Israel · Tourism and crime issues: including premises liability, drug trafficking, theft and street robbery · Tourism and safety Issues: including the impact of SARS in Asia and Foot and Mouth Disease in the UK · Tourism crisis management issues: including the 9/11 crisis, public relations, and the aftermath of the Bali bombings Each chapter has a user friendly structure including study objectives, concept definitions and review questions.

Managing Tourism Crises

Resort Destinations

Crisis Management in Tourism

TRENDS, PRACTICES AND CASES

Risk, Crisis, and Disaster Management in Small and Medium-Sized Tourism Enterprises

Tourism Crisis and Disaster Management in the Asia-Pacific

Heritage, Culture and Society contains the papers presented at the 3rd International Hospitality and Tourism Conference (IHTC2016) & 2nd International Seminar on Tourism (ISOT 2016), Bandung, Indonesia, 10—12 October 2016). The book covers 7 themes: i) Hospitality and tourism management ii) Hospitality and tourism marketing iii) Current trends in hospitality and tourism management iv) Technology and innovation in hospitality and tourism v) Sustainable tourism vi) Gastronomy, foodservice and food safety, and vii) Relevant areas in hospitality and tourism Heritage, Culture and Society is a significant contribution to the literature on Hospitality and Tourism, and will be of interest to professionals and academia in both areas.

The Worldwide Destinations and Companion Book of Cases Set brings together two essential and complimentary reference works offering comprehensive and up to date information, in one value for money package. Worldwide Destinations provides comprehensive coverage of worldwide tourism destinations, examining the basic principles underlying the geography of tourist demand, supply and transportation, together with a broad survey of world tourism generating and destination regions. Worldwide Destinations Casebook features over 40 comprehensive case studies of international tourism destinations, with brand-new cases studies drawn from all regions of the world. The case studies featured include The Galapagos: balancing resource conservation and tourism development, London Docklands regeneration, Re-visioning tired destinations: Australia's gold coast and Tourism in New York. • Essential information in one package with fully updated statistics, new material on hot topics such as climate change and economic capacity, as well as a wealth of international case studies • Full color layout packed with pedagogic features to aid learning • Companion website materials available

Natural disasters, wars and conflicts, epidemics, and other major crises can devastate a tourism service or destination. Though there is extensive literature and research on preparation and coping with tourism crises, there is a gap in information on how to best market and recover from the destruction of caused to tourism businesses and destinations. This book fills the gap by comprehensively examining how to rebuild the market for a tourism service or destination after a catastrophe. This important book presents leading experts from around the world providing useful instruction on effective ways to plan for future crisis response and strategies for recovering business. A crisis may arise from several types of destructive occurrences, from natural physical destruction of important infrastructure to acts of terrorism. Because of the broad range of potential problems, there is no single strategy for which to deal with crises. The book explores a wide range of catastrophes, from Hurricane Katrina to tsunamis to war, taking a detailed look at management and administrative strategies which can help stimulate tourism recovery. This book explores stealth and catastrophic risks, risk perceptions, mediating the effects of natural disasters on travel intention, and various marketing strategies designed to bring customers back. This volume may become one of the most crucial resources in a tourism professional's library. The book is extensively referenced and includes several tables and figures to clearly explain data. This book is essential reading for tourism researchers, tourism educators, tourism industry managers, and tourism industry administrators. This book was published as a special issue of the Journal of Travel & Tourism Marketing.

In a world of increasing uncertainty it is vital that managers within the tourism industry are equipped with superior decision making skills and expertise necessary to deal with crisis conditions. Tourism Crises provides an effective synthesis of crisis management and tourism research with a solid theoretical foundation. It examines the principles and practices of crisis management within the context of tourism as a multi-sector industry. Using up to date international case studies, it tackles the following areas: · Political disturbance: the relationship between politics and tourism and political inspired tourism crises. · Social unrest: host-guest relations and tourists as targets of unrest · Economic instability: crises arising from fluctuating exchange rates and lack of investor confidence · Environmental conditions: natural disasters and health crises · Technological crises; transport accidents and crises arising from technical failure · Corporate crises. Human resource issues and questions of finance With a user-friendly learning structure, each chapter will assess the presence of and tendency towards particular types of crisis, supported by a series of examples and cases, which describe organisational situations, challenges and responses. Approaches to managing crises will be assessed and appropriate tools and techniques of crisis management are explored, enabling readers to gain an insight into this critical aspect of tourism decision making and equipping them with the skills and expertise necessary to deal with crisis conditions. * The first student focussed textbook to coherently tackle this significant and important area * Examines the principles and practices of crisis management within the context of the tourism industry * Uses up to date international case studies involving terrorism, environmental crises, health crises and technological crises, which have had major impacts on the industry.

Crisis and Recovery Management

Strategic Management in Tourism, 3rd Edition. CABI Tourism Texts

Understanding the Sustainable Development of Tourism

Theories and Applications

Handbook of Risk and Crisis Communication

The Routledge Handbook of Tourism Experience Management and Marketing

As global tourism faces its greatest threat since World War II, the author draws on over 40 years of industry and academic experience to explore the core themes that underpin crises, their impact on the tourism industry and recovery. Focussing on this emerging issue within the travel industry

and academic tourism research, this author explores crisis management approaches from scholars, governments and tourism associations around the world. A dedicated chapter also covers the impact of Covid-19 on tourism industries and economies across the world and well as how nations from around the world responded to the global pandemic outbreak. The book is split by theme and features over 20 case studies, including 2020 Australian bush fires, 2019 Sri Lankan terror attack, SARS and Swine Flu, the collapse of Thomas Cook, the global and Greek financial crises and the threat to the Great Barrier Reef. Discussion questions and activities are included at the end of each chapter. Suitable reading for students on tourism and tourism crisis management modules.

We live in an uncertain world characterized by the occurrence of unexpected incidents in different corners of the globe which can have widespread adverse consequences. It is therefore vital to be prepared for, and attempt to prevent or mitigate the negative effects of such crises through crisis management tools and organizational learning practices. According to the current literature, the tourism and hospitality industry has been exposed to dramatic impacts from human-induced crises and natural disasters during past decades. The repercussions are manifested in the form of business failure, economic losses, tarnished destination image, physical damage to infrastructure and facilities, psychological effects, and other undesirable outcomes. Many of these crisis events are recurrent and their effects can be averted or ameliorated through practicing organizational learning and engaging in preparation activities. However, limited attempts have been made by industry players to detect early warning signals, learn from crises and prepare for the next ones. Despite the important contributions in terms of 'lessons learned' from historical analyses, they usually provide little information on how tourism organizations facing the crisis attempted to manage it proactively and what they did reactively (Paraskevas and Quek, 2019). Comprehensive sources in this field is thus necessary to fill this gap. Few research studies are available to discuss organizational learning in the process of tourism crisis management. A comprehensive collection of book chapters concentrating on both theory and practice will shed some light on this issue and propose recommendations for future investigation. Hence, the aim of this publication is to discover various aspects of organizational learning in tourism and hospitality crisis management and discuss future prospects. The book will be the main resource for future research in the field of tourism crisis management and organizational learning. There would be several reasons for such demand. First, this subject is relatively new in the hospitality and tourism field, covering many critical aspects of organizational learning in tourism crisis management. This novelty and in-depth discussions of practical lessons across the globe could be of great interest to both academics and practitioners alike. In recent years, many tourism and hospitality firms have applied the essence of crisis management and organizational learning in their contingency planning and crisis management frameworks. Tourism and hospitality managers have fully realized the importance of learning from previous crises and thus applied these learning strategies in their preparation programs. Therefore, they would be very eager more than before to use this material and recommend it to colleagues, employees, etc. Another potential demand would be academics, students and researchers in the both fields of organizational learning and tourism crisis management. Most universities and tourism institutions either directly or indirectly have developed new curriculums on tourism crisis management at Masters and PhD levels with special focus on organizational learning and preparation. This book will be of great interest for these people as previous resources are relatively outdated and furthermore, they did not cover the subject of organizational learning in details.

In a world of increasing uncertainty it is vital that managers within the tourism industry are equipped with superior decision making skills and expertise necessary to deal with crisis conditions. Tourism Crises provides an effective synthesis of crisis management and tourism research with a solid theoretical foundation. It examines the principles and practices of crisis management within the context of tourism as a multi-sector industry. Using up to date international case studies, it tackles the following areas: · Political disturbance: the relationship between politics and tourism and political inspired tourism crises. · Social unrest: host-guest relations and tourists as targets of unrest · Economic instability: crises arising from fluctuating exchange rates and lack of investor confidence · Environmental conditions: natural disasters and health crises · Technological crises: transport accidents and crises arising from technical failure · Corporate crises. Human resource issues and questions of finance With a user-friendly learning structure, each chapter will assess the presence of and tendency towards particular types of crisis, supported by a series of examples and cases, which describe organisational situations, challenges and responses. Approaches to managing crises will be assessed and appropriate tools and techniques of crisis management are explored, enabling readers to gain an insight into this critical aspect of tourism decision making and equipping them with the skills and expertise necessary to deal with crisis conditions.

Using examples from the UK, Europe, America, Australia and Asia, this book provides an analysis of the latest thinking and practice in dealing with extreme and sudden reductions in demand for specific tourist destinations or products. It shows that managerial responses, including problem solving and market recovery steps, vary in effectiveness and that recovery may be slow after initial problems are overcome.

The SAGE Handbook of Tourism Management
Safety and Security in Tourism
Investigating Integrated Crisis Management and Recovery in Tourist Reliant Destinations : Case Studies of Bali and Phuket
Media Strategies for Marketing Places in Crisis
Crisis and Disaster Management for Tourism
Recovery Marketing after Crises

This text provides tourism students, educators, industry planners, researchers, managers and operators with the latest thinking on a comprehensive range of themes addressing the sustainable development of tourism.

The Handbook of Risk and Crisis Communication explores the scope and purpose of risk, and its counterpart, crisis, to facilitate the understanding of these issues from conceptual and strategic perspectives. Recognizing that risk is a central feature of our daily lives, found in relationships, organizations, governments, the environment, and a wide variety of interactions, contributors to this volume explore such questions as: "What is likely to happen, to whom, and with what consequences?"; "To what extent can science and vigilance prevent or mitigate negative outcomes?"; and "What obligation do some segments of local, national, and global populations have to help other segments manage risks?", shedding light on the issues in the quest for definitive answers. The Handbook offers a broad approach to the study of risk and crisis as joint concerns. Chapters explore the reach of crisis and risk communication, define and examine key constructs, and parse the contexts of these vital areas. As a whole, the volume presents a comprehensive array of studies that highlight the standard principles and theories on both topics, serving as the largest effort to date focused on engaging risk communication discussions in a comprehensive manner. With perspectives from psychology, sociology, anthropology, political science, economics, and communication, the Handbook of Risk and Crisis Communication enlarges the approach to defining and recognizing risk and how should it best be managed. It provides vital insights for all disciplines studying risk, including communication, public relations, business, and psychology, and will be required reading for scholars and researchers investigating risk and crisis in various contexts.

The Asia-Pacific area is one of the fastest growing tourism regions and a major driver of global tourism in general. Tourism industries in Asia Pacific have been challenged in recent years by a number of major crises and disasters including terrorism, outbreaks (e.g. SARS and Bird Flu), natural disasters (e.g. tsunamis, bushfires, flooding), and political crisis (e.g. protests and political instability). This book contributes to the understanding of crisis and disaster management generally, but with a specific focus on the Asia Pacific. With contributions by international scholars and practitioners, the book discusses both the theoretical and practical approaches toward successful crisis and disaster management.

This book examines key contemporary marketing concepts, issues and challenges that affect destinations within a multidisciplinary global perspective. Uniquely combining both the theoretical and practical approaches, this handbook discusses cutting edge marketing questions such as innovation in destinations, sustainability, social media, peer-to-peer applications and web 3.0. Drawing from the knowledge and expertise of 70 prominent scholars from over 20 countries around the world, The Routledge Handbook of Destination Marketing aims to create an international platform for balanced academic research with practical applications, in order to foster synergetic interaction between academia and industry. For these reasons, it will be a valuable resource for both researchers and practitioners in the field of destination marketing.

Research agenda and best practices in the hospitality and tourism industry
Security, Digitization and Tourist Behaviour
Marketing Tourist Destinations in Emerging Economies
Tourism, Safety and COVID-19
A strategic marketing approach
Battling Stereotypes and Crises in Asia, Africa and the Middle East

The tourism market is fiercely competitive. No other market place has as many brands competing for attention, and yet only a handful of countries account for 75% of the world's visitor arrivals. The other 200 or so are left to fight for a share of the remaining 25%. Therefore, destination marketers at city, state and national levels have arguably, a far more challenging role than other services or consumer goods marketers. Destination Marketing: an integrated marketing communication approach focuses on the five core tenets of integrated marketing communications. These embody both the opportunities and challenges facing Destination Marketing Organisations (DMOs), and are: 1. Profitable customer relationships; 2. Enhancing stakeholder relationships; 3. Cross-functional processes; 4. Stimulating purposeful dialogue with customers; and 5. Generating message synergy The author seeks to provide a rationale for DMOs; to develop a structure, roles and goals of DMOs; to examine the key challenges and constraints facing DMOs; to impart a destination branding process; to develop a philosophy of integrated marketing communications; to lead the emergence of visitor and stakeholder relationship management; and to set forth options for performance measurement.

Destination management and resort development and planning are strong core areas in the final year of most undergraduate degrees and a popular area of study at postgraduate level. Using original case studies based on his own research, Resort Destinations uses examples from Australia's Gold Coast, Britain's Brighton, USA's Las Vegas, as well as Hong Kong, New Zealand and the Caribbean.

Don't wait until it's too late to learn how to manage a crisis situation The impact of crises on tourism has increased in the last ten years in response to terrorism, war, health emergencies, and natural disasters. Tourism Crises presents the latest research on crisis management with in-depth analysis of tourism flows and the economic well-being of communities at the regional, national, and international levels. This timely book examines a range of conceptual issues, including crisis communication and the safety of employees of the industry, and features case studies of responses to the World Trade Center terrorist attacks, SARS, the 1999 Austrian avalanche disaster, and the epidemic of foot-and-mouth disease in the United Kingdom. As new crises emerge, it's essential that the tourism industry be prepared to minimize the impact on both hosts and guests. Tourism Crises identifies key issues that need to be addressed in dealing with future incidents, examining specific cases of management success—and failure—with suggestions for improved responses. Academics, practitioners, and professionals discuss effective methods of maintaining yield during crisis situations, offering analysis, reflection, and new management strategies. Topics addressed in Tourism Crises include: the significance of communication in crisis situations keeping the media informed attracting business after the crisis has passed how alpine areas can respond to the dangers of avalanches the effect of the SARS epidemic on Hong Kong, Singapore, and Japan a typology of tourism crisis terms employee work stress in crisis situations quantifying the effects of tourism crises how tourism managers have re-tooled their promotional campaigns after 9/11 and much more Tourism Crises is a must-have for tourism professionals, practitioners, and academics as they develop new agendas for dealing with future crisis situations.

An important challenge facing tourism is the anticipation of the threat of crises precipitated by natural and people-made catastrophes, and being adequately prepared for them. Despite an increase in research on this issue there is still a considerable lack of clarity on the impacts of crises on the tourism industry. Illustrated by a range of international case studies, this book provides a systematic and conceptual approach to questions such as how tourism businesses prepare for and react to crisis, which measures are taken and what impact they have, and which strategies can be employed to overcome them. By discussing, analyzing and synthesizing the literature on crisis management, the authors question how business can become more proactive in preparing and dealing with crises in the tourism industry.

Tourism Risk
It's More Than Tourism
Global Tourism
Pandemics and Travel
Destination Marketing and Management
Destination Marketing

This is an outstanding book. It offers a comprehensive range of in-depth case studies that looks at past tourism crisis and analyzes the responses made. A must-read book for those in the industry, related associations and the various levels of government as they consider how to pro-actively deal with the potential for future crisis related to tourism. Perry Hobson, Head, School of Tourism and Hospitaliy Management, Southern Cross University and Editor-in-Chief Journal of Vacation Marketing. Tourism everywhere is vulnerable to changes in public perception. When news about an earthquake, a violent conflict or a contagious disease in a distant location hits the television, tourists cancel holidays. The September 11, 2001 terrorist attack against the USA impacted on airlines and tourist destinations worldwide, as did subsequent attacks on tourists. These events highlight the importance of destination crisis management for the global tourism industry. Experienced tourism marketer and trainer, David Beirman, has created a guide to crisis management for tourism operators and offices. He argues that managing public perception is critical to the recovery of a destination after a crisis, and that much depends on providing clear, frequently updated and accurate information. He provides detailed case studies of different types of crises from around the world, with analyses of the strengths and weaknesses of the approach taken by tourism managers. This is an invaluable reference for tourism managers anywhere in the world, and a useful resource for tourism students.

The Routledge Handbook of Tourism Experience Management and Marketing offers a comprehensive and thorough inquiry into both customary and emergent issues of tourism experience and co-creation. Drawing together contributions from 83 authors from 28 countries with varied backgrounds and interdisciplinary interests, the handbook highlights multiple representations and interpretations of the theme. It also integrates a selection of illustrative global case studies to effectively present its chapter contents. Tourism experience drives the contemporary tourist's behavior as they travel in pursuit of experiencing unique and unusual destinations and activities. Creating a memorable and enduring experience is therefore a prerequisite for the all tourism business organizations irrespective of the nature of their products or services. This handbook focuses on conceptualizing, designing, staging, managing and marketing paradigms of tourism experiences from both supply and demand perspectives. It sheds substantial light on the contemporary theories, practices and future developments in the arena of experiential tourism management and marketing. Encompassing the latest thinking and research themes, this will be an essential reference for upper-level students, researchers, academics and industry practitioners of hospitality as well as those of tourism, gastronomy, management, marketing, consumer behavior, cultural studies, development studies and international business, encouraging dialogue across disciplinary boundaries.

Tourism Marketing for Developing Countries examines media strategies used by destinations in Asia, the Middle East and Africa to battle stereotypes, negative images and crises in order to attract tourists .

Pressure on national and local governments to rapidly develop their tourism potential to meet demand and produce benefits, makes it more essential than ever to plan carefully and consider the human and environmental impacts of tourism development. That is why, as Secretary-General of the World Tourism Organization, I am pleased to see the serious analysis of the problems and prospects of the tourism sector as presented in this third edition. -- Francesco Frangialli, Secretary-General, World Tourism Organization Now in its third edition, Global Tourism draws on the insight of thirty-nine contributors to chronicle and foresee the effects of tourism on contemporary society. Contributors provide interdisciplinary, international perspectives on the critical questions, problems, and opportunities facing the tourism industry. Invaluable to academics and professionals alike, Global Tourism offers a comprehensive exploration of the key issues in tourism. Authors draw on their individual insights to assess and critique contemporary tourism and take a view of the future. Fully revised and re-developed, new chapters examine: * The future of tourism * Difference in travel characteristics of significant travel segments * Sustainability standards in the global economy * Crisis management in tourist destinations * Tourism and social identities * Tourism, mobility, and global communities CONTRIBUTORS INCLUDE: Brian Archer (University of Surrey), Gurhan Aktas (T.C. Dokuz Eylul University), Bill Bramwell (Sheffield Hallam University), Peter M Burns (University of Brighton), Nancy E. Chesworth (Mount St. Vincent University), Tim Coles (University of Exeter), Chris Cooper (The University of Queensland), Graham M.S. Dann (University of Luton), Thomas Lea Davidson (Davidson-Peterson Associates, Inc.), Sara Dolnicar (University of Wollongong), David Timothy Duval (University of Otago), Larry Dwyer (University of New South Wales), Xavier Font (Leeds Metropolitan University), Alan Fyall (Bournemouth University), Brian Garrod (University of Wales, Aberystwyth), Donald Getz (University of Calgary), Alison Gill (Simon Fraser University), Frank Go (Erasmus University), Ebru Gunlu (T.C. Dokuz Eylul University), Michael Hall (University of Otago), Simon Hudson (University of Calgary), Donald Macleod (University of Glasgow), David Mercer (RMIT University), Graham Miller (University of Surrey), Michael Morgan (Bournemouth University), Peter Murphy (La Trobe University), Philip Pearce (James Cook University), Stanley C. Plog (Plog Research and SPC Group), Garry Price (La Trobe University), Linda K. Richter (Kansas State University), Lisa Ruhanen (University of Queensland), Chris Ryan (University of Waikato), Gordon D. Taylor (Tourism Canada, retired), William F. Theobald (Purdue University), Seldjan Timur (University of Calgary), Birgit Trauer (University of Queensland), Stephen Wanhill (Bournemouth University), Peter W. Williams (Simon Fraser University)

Crisis Management in the Tourism Industry

Management Responses and Theoretical Insight
Tourism, Security and Safety

Tourism is one of the most dynamic and challenging industries across the globe. Since tourism is a multi-dimensional service industry, it becomes a responsibility of national and local governments, private sectors and voluntary organizations to make it more sustainable and responsible for minimizing negative environmental, social and cultural impacts and generating greater economic benefits for local residents. Moreover, it has become an immediate need to conserve natural and cultural heritage for the maintenance of the world's diversity. The present anthology, divided into three sections and comprising 16 chapters, addresses the need of sustainable and responsible tourism. It provides vibrant insights into the latest trends and practices followed in the industry for the sustenance of tourism. The book emphasizes the potential of tourism in upgrading national economy and social well-being of host communities. Besides, it focuses on the areas of important concerns which require critical attention, such as visitor impact management, tourism destination management, community involvement for tourism sustenance and the threat of climatic change on biodiversity and tourist destination. The book also guides readers towards new horizons of tourism arena related to sustainability and responsible tourism practices. This book will be of great interest to the students of hospitality and tourism management. Besides, it will prove to be of great use to policy makers, stakeholders, tourism educators and researchers.
This book offers empirical insights on key challenges faced by the travel and tourism industries in the post-COVID-19 era. The desire to make tourism safe is gaining ground, but what does this mean? This book explores the guarantees travelers want in the postpandemic era and how individual territories are predicting and responding to these needs. It explores the role of innovation and digital solutions, assures tourists different ways of using services, both physical and digital. It considers how the commitment to smart tourist cities to technology, sustainability and accessibility is able not only to improve the quality of travelers' tourist experience, but also the quality of life of local inhabitants. This book considers the main solutions that many destinations are already experimenting, around the world to respond to the new safety demands of travelers.