

**XIII INTERNATIONAL TOURISM CONGRESS,
ESTORIL, OCTOBER 27th | 29th**



PROGRAMME



Scientific Programme and Social Activities



ITC 2021
27th October

Day/hour	October 27th 5.30 p.m. - 7.00 (GMT+1)
Language	English
Subject	SOCIAL ACTIVITIES I
	CASCAIS DIGITAL JOURNEY
	Mário Silva & Tiago Lopes



ITC 2021
28th October

Day/hour	October 28th 11.30 a.m. - 12.00 noon (GMT+1)
Language	English
	Opening Session
	President of ESHTe, Raúl Filipe
	Director of CITUR, Fernando Perna
	President of CCISP, Pedro Dominginhos
	President of Turismo de Portugal, Luís Araújo
	Mayor of Cascais, Carlos Carreiras (to be confirmed)
	H.E. the Secretary of State for Tourism, Rita Marques

Day/hour	October 28th 12.00 noon - 2.00 p.m. (GMT+1)
Language	English
	PLENARY SESSION I
Chairperson	Manuela Guerra Coordinator of CITUR Estoril, Portugal

Day/hour	October 28th 12.00 noon (GMT+1)
Language	English
Subject	Reinventing a tourism destination brand - Greater Bay Area of China
Author	Fanny Vong Macao Institute for Tourism Studies

Day/hour	October 28th 13.00 p.m. (GMT+1)
Language	English
Subject	Tourism: time to be
Author	Luís Araújo Turismo de Portugal

Day/hour	October 28th 3.00 p.m. - 5.00 p.m. (GMT+1)
	PARALLEL SESSIONS I

Day/hour	October 28th 5.30 p.m. - 6.30 p.m. (GMT+1)
Language	English
Subject	SOCIAL ACTIVITIES II
	Mediterranean Cooking
Author	Chef Anna Lins

Day/hour	October 28th 6.30 p.m. - 7.30 p.m. (GMT+1)
Language	English
Subject	SOCIAL ACTIVITIES III
	Mediterranean Pastries
Author	Chef Nelson Felix Chef Filipe Manhita

**ITC 2021****October 28th 3.00 p.m. - 4.00 p.m.**

Room nº	1.1	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Wine tourism	
Chairperson	Dalila Rosa Hallal Universidade Federal de Pelotas, Brazil	
Paper nº	Title	Authors
76	Wine tourism in Vale dos Vinhedos: An interpretation based on shared beliefs and mental models of entrepreneurs.	Tissiane Schmidt Dolci , Leonardo Xavier da Silva, Marcelino de Souza
82	Connecting enotourism and absorptive capacity: evidence in a tourism enterprise	Claudiana Aparecida Silva Noro , Ana Claudia Machado Padilha, João Paulo Jorge
88	The importance of emotions in the wine choice process: The case of Dão wines	Inês Martins, Cristina Barroco , Joaquim Antunes

Room nº	1.2	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism and COVID-19 effects (1)	
Chairperson	Mary Sandra Guerra Ashton Feevale, Brazil	
Paper nº	Title	Authors
101	Innovate, resist, overcome: The role of creative cities along COVID-19 pandemic	Sarita Cruz de Oliveira, Mary Sandra Guerra Ashton
54	The COVID impact on tourism	Ana Daniel
4	(Re)Center business in destinations: The perspective of tourism entrepreneurs in the Center of Portugal after COVID-19	Andreia Moura , Maria do Rosário Mira, Ana Ferreira
72	Development of innovations in times of COVID-19: The case of the Beer Valley Route, Brazil	Morgana Secchi , Ana Claudia Padilha, Marcelino de Souza, Erlaine Binotto, Luiz Fernando Fritz, João Paulo Jorge

Room nº	1.3	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism and Gastronomy	
Chairperson	Carla Castro IP Guarda, Portugal	
Paper nº	Title	Authors
95	Gastronomical heritage and tourism in Vale Germânico/RS	Alexandra Marcella Zottis
58	Regional cuisine in the tourist restoration of the Autonomous Region of Madeira	Bruno Sousa
110	Tourism and entrepreneurship in the cultural sectors: Handicraft, gastronomy and folklore	Sandra Andréa da Costa, Mary Sandra Guerra Ashton



Room nº	1.4	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Business/Marketing	
Chairperson	Rita Peres ESHTE, Portugal	
Paper nº	Title	Authors
122	Travel agency sector and crisis management: a case study	Paula Loureiro, Vânia Costa , Ana Catarina Sousa
128	Visual analysis of the projected image of destination: The case of the visitalgarve.pt website	Ana Elisa de Sousa , Sónia Pais
71	Community-based tourism: impact on place branding	Sara Pereira , Cláudia Seabra , Carla Silva
90	Why are the businesses participating in the tourism route?	Helena Leite , Erlaine Binotto, João Paulo Jorge, Ana Claudia Padilha

Room nº	1.5	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Nature/Adventure Tourism	
Chairperson	Claudete Moreira U Coimbra, Portugal	
Paper nº	Title	Authors
23	Risk perception at work in the ski tourist sector. An application in the skiable domains of Andorra	Cristina Fernández-Farina , Rosa Maria Mariño-Mesías, Betlem Sabrià-Bernadó, Mariona Portell-Vidal
80	Nature sports, a tourist product. The case of Madeira Island Ultra Trail	João Prudente , Catarina Fernando, Helder Lopes
97	Women and adventure in tourism and leisure scientific production analysis	Ivaneli Schreinert dos Santos , Dianine Censon, Otávio Bandeira de Lamônica Freire
114	Development of strategic lines for the sustainable development of tourism in protected areas - the case of the Serra da Estrela Natural Park	Nelson Carvalho , Teresa Costa, Sandra Nunes

Room nº	1.6	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Hospitality (1)	
Chairperson	Maria João Custódio U Algarve, Portugal	
Paper nº	Title	Authors
136	Adjusting hotel operating ratios to theme parks	Maria Rolim, Cátia Malheiros , Conceição Gomes
30	Portuguese customers experience at the hotel – a study about their comments posted in Tripadvisor	Sandra Filipe , Adriana Marques
21	The impact of the COVID-19 pandemic on hostels in the city of Lisbon	Jorge Abrantes , João Reis
50	Sustainability in hospitality and tourism: rethinking and reinventing the future of the sector	Vânia Costa , Alexandra Malheiro



Room nº	1.7	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism Products (1)	
Chairperson	Eduardo Brito-Henriques IGOT-U Lisboa, Portugal	
Paper nº	Title	Authors
25	Car tourism and mototourism: comparative analysis between motorized events	Ana Graça, Jorge Umbelino, Nuno Costa
26	The personality of the national route 2	Catarina Frias, Ana Caldeira, Carlos Ferreira, Cláudia Seabra
109	Film-induced tourism and local development: an exploratory study to the case "The tale of the Rooster of Barcelos"	Jéssica Vieira, Bruno Barbosa de Sousa, Carlos Araújo
9	Educational tourism as a structuring tool for new behaviors - a re-vision.	Lucília Córtes

Room nº	1.8	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	English	
Subject	Culture/Education	
Chairperson	Tomasz Napierała U Lodz, Poland	
Paper nº	Title	Authors
19	For 'a more human tourism': Putting culture at the heart of tourism's paradigm shift	Ana Gonçalves
61	Literary Cascais: A gastronomic journey	Maria Pires, Ricardo Bonacho, Cláudia Mataloto, António Ribeiro
7	Collaborative Tourism - The coworking community of Selina Secret Garden Lisbon	Camilla Di Dio
18	Online teaching-learning experiences in higher education tourism classes	Paula Rama da Silva, Pedro Moita

Room nº	1.9	
Day/hour	October 28th 3.00 p.m. (GMT+1)	
Language	English	
Subject	Tourism products (2)	
Chairperson	Stanislava Pachrová College of Polytechnics Jihlava, Czech Republic	
Paper nº	Title	Authors
16	Main trends of agritourism development in the post-pandemic period	Marina Metreveli
27	Perspectives of developing agritourism in Georgia	Ana Gvaramadze
36	A guest at home - The experience of Chinese Pilgrims on the Camino de Santiago	Ke Zhang, Victoria Labajo, Ignacio Ramos Riera, Almudena González-del-Valle
81	Romeiros Way, a Conceptual Model for its construction	Vitor Ambrósio

**ITC 2021****October 28th 4.00 p.m. - 5.00 p.m.**

Room nº	2.1	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Culture/Creative Tourism	
Chairperson	Marisol B. Correia U Algarve, Portugal	
Paper nº	Title	Authors
107	Tourism in creative cities: Challenges and perspectives for sustainability in the pandemic	Mary Sandra Guerra Ashton
124	Re-inventing the "exotic", with Literature and Art: tourism itineraries in Tahiti, with Paul Gauguin	Isilda Leitão
165	Oral history collection of the virtual tourism museum in Brazil: Narratives of groups in exclusion processes	Dalia Rosa Hallal, Valeria Lima Guimarães
56	Creative tourism as a promoter of the Sustainable Development Goals - Alentejo Central	Eunice Duarte

Room nº	2.2	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism and COVID effects (2)	
Chairperson	Susana Lima IP Coimbra, Portugal	
Paper nº	Title	Authors
57	The COVID-19 pandemic crisis in Fernando de Noronha Tourism	Wilma Paixão, Itamar Cordeiro, Nathália Körössy
6	Nautical tourism: A solution for tourism, in the time of COVID-19?	Eunice Lopes, Jorge Simões, João Simões
168	The unexpected merged of tourism seasons and COVID-19 pandemic: Marketing and economic Contributions from ex-ante and ex-posts observations in the Algarve	Maria João Custódio, Fernando Perna
38	Contribution of the scientific community to the global research in tourism and COVID-19	Celia Rafael, Ana Luisa Pires

Room nº	2.3	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Rural Tourism	
Chairperson	Gonçalo Fernandes IP Guarda, Portugal	
Paper nº	Title	Authors
87	Territorial certification for olive tourism in Brazil: Proposition of a framework of analysis for the sector	Thais Simionato, Ana Claudia Padilha, Debora Hoff, João Paulo Jorge
102	Rural development and rural tourism: evidence from Madeira	António Almeida
117	The contribution of the Wine Routes in the development of Rural Tourism	Adriano Costa, Carla Castro, Pedro Amaral
64	Entrepreneurs' perceptions of institutional support and restrictions in two rural tourist routes in Brazil	Ângela Cristina Albarello Marins, Tissiane Schmidt Dolci, Marcelino de Souza



Room nº	2.4	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Hospitality/Restaurants (1)	
Chairperson	Bruno Sousa U Madeira, Portugal	
Paper nº	Title	Authors
39	The impact of pandemic crisis on the hospitality industry: the case of Portugal	Vânia Costa, Sílvia Raquel Pereira
31	Concerns and attitudes of hotel managers with respect to relationship marketing	Sandra Filipe , Adriana Marques
133	Management accounting in restaurants: Case study of the implementation of USAR in O Pinote restaurant	Filipa Campos , Luís Lima Santos, Conceição Gomes

Room nº	2.5	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism products (3)	
Chairperson	Dulcineia Ramos IP Leiria, Portugal	
Paper nº	Title	Authors
118	Restructuring spa tourism destinations: European spa towns in a network	Paula Proença , Maria do Rosário Mira, Adília Cabral
139	Diversification of tourism in the tourist and hydromineral resorts of S. Paulo's water circuit	Tatiana Heidorn Alvarez de Aquino Pereira , Odaléia Telles Marcondes Machado Queiroz
154	Places marketing as a contribution to the environmental tourism segment: a case study in Jericoacoara—ce	Anne Freire, Cristiane Souza , Zaila Oliveira, Thaís Feitosa
65	Tourism and regional economic development: tourists products as an instrument	Sara Fernandes , Vânia Costa

Room nº	2.6	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	English	
Subject	Tourism Marketing	
Chairperson	Paulo Almeida IP Leiria, Portugal	
Paper nº	Title	Authors
74	Acting under the influence: followers' attitudes to digital influencers in travel and tourism	Rita Peres , Catarina Oliveira
127	Utility of film tourism in destination management	Emine Yilmaz , Ekin Yilmaz
140	Short-term effects of social media image on hotel performance	Tomasz Napierała , Katarzyna Lesniewska-Napierała, Maciej Adamiak

Room nº	2.7	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	English	
Subject	Tourism and COVID effects (3)	
Chairperson	Ana Elisa Sousa IP Leiria, Portugal	
Paper nº	Title	Authors
37	Are visitors in the COVID times so different?	Stanislava Pachrová
77	COVID-19 impacts on touristic animation	Inês Silva, Cláudia Seabra
48	Online communication and interaction during the COVID-19 pandemic: Perceptions of tourism higher education faculty and students	Paula Cardoso, Ana Paiva, Ana Loureiro, Ana Runa, Carlos Seco, Elisabete Mendes, Hugo Pereira, Inês Messias, João Paz, Lina Morgado, Márcia Vieira, Nuno Oliveira
120	What has been said about the reinvention of tourism post-COVID: Rethinking policies, strategies or the role of DMOs?	Maria do Rosário Mira, Eugénia Lima Devile, Susana Lima, Andreia Moura

Room nº	2.8	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	English	
Subject	Sustainability	
Chairperson	Ana Gonçalves ESHTe, Portugal	
Paper nº	Title	Authors
131	Stakeholders participation towards a sustainable cultural route under times of uncertainty in the Algarve	Cláudia Almeida, João Martins, Alexandra Gonçalves
69	Small hotel chains in Portugal and sustainability: a state of the art	Maria de Lurdes Calisto, Jorge Umbelino, Ana Gonçalves, Cláudia Viegas
83	COVID-19 and the public debate about the tourism and its sustainability: A comparative content analysis of newspapers in Portugal and Germany	Sara Góis, Eduardo Brito-Henriques
11	Shifting towards Regional Sustainable Growth: The Azores Archipelago as a Territory with meaningful Potential for the Development of Slow and Nature-based Tourism. A study based on a multi-variaded analysis criteria	Rui Alexandre Castanho, Gualter Couto, Pedro Pimentel, Célia Carvalho, Áurea Sousa

Room	2.9	
Day/hour	October 28th 4.00 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Posters	
Chairperson	Francisco Silva ESHTe, Portugal	
Paper nº	Title	Authors
2	Evaluation of the tourist carrying capacity: An analysis of the hiking trails in Pampilhosa da Serra	Luiz Alves
67	Planning study for municipal motor caravanning parking. Lessons from Lagos, Algarve	Paulo Reis, Leandro Gabriel
143	Sport and agrotourism experiences - a contribution to tourism differentiation in Silves, Portugal	Carolina Coelho, Maria João Custódio, Fernando Perna
35	Risk Assessment and Management in the Production of Meals for Food Intolerances Case Study: Catering units for the production of Gluten- Free Meals	Catarina Afonso, Cátia Morgado, Manuela Guerra, Carlos Brandão



ITC 2021
29th October



Day/hour	October 29th 11.30 a.m. - 1.30 p.m. (GMT+1)
	PARALLEL SESSIONS II

Day/hour	October 29th 3.00 p.m. - 4.00 p.m. (GMT+1)
Language	English
Subject	SOCIAL ACTIVITIES IV
	Wine Workshop
Author	Sommelier Rodolfo Tristão

Day/hour	October 29th 4.30 p.m. - 6.30 p.m. (GMT+1)
Language	English/Spanish
	PLENARY SESSION I
Chairperson	Fernando Perna Diretor of CiTUR, Portugal

Day/hour	October 29th 4.30 p.m. (GMT+1)
Language	English
Subject	New perspectives on gastronomy tourism: opportunities and challenges
Author	Roberta Garibaldi University of Bergamo

Day/hour	October 29th 5.30 p.m. (GMT+1)
Language	Spanish
Subject	La Economía Circular como impulsora de la sostenibilidad turística. Los retos de la pos-pandemia
Author	José Miguel Rodríguez Antón Universidad Autónoma de Madrid

Day/hour	October 29th 6.30 p.m. - 7.30 p.m. (GMT+1)
Language	English
	Closing Session
	Chair XIII ITC 2021, Jorge Umbelino
	XIV ITC 2022, Tomasz Napierała
	Best Paper Award Director of CiTUR, Fernando Perna

**ITC 2021****October 29th 11.30 a.m. - 12.30 p.m.**

Room nº	3.1	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Food (1)	
Chairperson	Carlos Brandão ESHTe, Portugal	
Paper nº	Title	Authors
40	Risk Management in the Production of Traditional Portuguese Culinary Preparations Containing Raw Eggs case study: "Bacalhau à Brás"	Daniel Teixeira, Cátia Morgado, Eduardo Tondo, Manuela Guerra, Carlos Brandão
47	Food sustainability practices in the restoration of the Autonomous Region of Madeira	Bruno Sousa
59	From snacks to meat alternatives: the potential of walnuts for trendy foods	Manuela Guerra , Nelson Félix, Carlos Brandão
34	Lusophone gastronomy, tourism production and consumption	José Ferramenta, Norberto Santos , Eunice Lopes

Room nº	3.2	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Events (1)	
Chairperson	Fernando Perna U Algarve, Portugal	
Paper nº	Title	Authors
49	Reshaping corporate events throughout a pandemic pattern context	Cláudia Lopes , Susana Filipa Gonçalves
86	Profile and expectations of volunteers in an international sport event held on a tourist destination island	Jorge Soares
103	Determinants of attendees' expenditure: an analysis from a local economy point of view	António Almeida
53	The touristic recreation in festival tourism: The case study of Andanças festival (Portugal)	Daniela Amorim , José Luis Jimenez-Caballero, Paulo Almeida

Room nº	3.3	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Urban / Rural Tourism	
Chairperson	Ana Daniel IP Guarda, Portugal	
Paper nº	Title	Authors
94	The impacts of favela tour in Santa Marta and Rocinha, Brazil	Natalia Gonçalves da Silva , Cláudia Ribeiro de Almeida
98	How strategic planning reconfigures an urban destination: The case of Barcelona	Najib Samouh
100	Digital storytelling for new markets in the Peru tourist destination	Alexandra Castillo , Cláudia Seabra, Carla Silva
99	An alternative approach to assess tourism intensification in urban destinations	Luis Encalada-Abarca , Carlos Ferreira, Jorge Rocha



Room nº	3.4	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Consumers	
Chairperson	Paula Loureiro IPCA, Portugal	
Paper nº	Title	Authors
28	A conceptual approach to the tourist value co-creation: dimensions, antecedents and consequences	Pedro Miguel Carvalho
8	Tourism experiences in low density territories: the case of the historical village of Trancoso	Maria Castanheira, Francisco Silva
75	Tourists' behaviour in a post-pandemic context: The consumption variables - a meta-analysis title	Pedro Vaz Serra, Cláudia Seabra
105	Motivations for traveling in the near future: Generational differences	Ana Machado, Maria de Lurdes Calisto, João Rosário, Nuno Gustavo, Georgette Andraz, Luísa Carvalho

Room nº	3.5	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism Planning	
Chairperson	Maria Gorete Dinis IP Portalegre, Portugal	
Paper nº	Title	Authors
14	Territorial brand as strategy in competitiveness between tourist destinations	Giovana Goretti F. Almeida, Paulo Almeida
42	Requalification of public spaces and tourism development: The case of Vizela - Northern Portugal	Jorge Coelho, Filipe Costa
66	The Marian paths of Portugal and local development	João Caldeira Heitor, Eunice Duarte
84	Tourism in border territories and the challenges between cooperation and resilience. Approach to the border between central Portugal and Spain	Gonçalo Fernandes

Room nº	3.6	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Hospitality (2)	
Chairperson	Sandra Filipe U Aveiro, Portugal	
Paper nº	Title	Authors
111	The evolution of hotel employees' profile - the point of view of the employer	Lia Rosa, Maria de Lurdes Calisto
113	Outsourcing and Performance of 4 and 5 star hotels in the Autonomous Region of Madeira	João Ferreira, Sandra Rebelo
60	Affirmation and development of luxury hospitality in Cascais	Laura Cruz



Room nº	3.7	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism and Technology (2)	
Chairperson	Pedro Anunciação IP Setúbal, Portugal	
Paper nº	Title	Authors
62	Gamification applied to the training of tourism professionals – Madeira Specialist	Pedro Moita , Paula Rama da Silva
108	Accessible tourism and eTourism: a preliminary approach in CBR's	Cátia Macedo , Trinidad Domínguez, Bruno Sousa
115	The electronic word-of-mouth on digital platforms: The case of Torre de Palma Wine Hotel	Rita Caldeira , Jaime Serra

Room nº	3.8	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	English	
Subject	Hospitality / Technology	
Chairperson	Carlos Siu Lam MPI, Macao China	
Paper nº	Title	Authors
132	Tripadvisor reviews: Users' multiple posts may be tampering with your online reviews research results	Marisol B. Correia , Filipa Perdigão Ribeiro , Nuno António
70	Hotels' adequacy in facilities and services for guests with special needs: The cases of Portugal and Cyprus	Sotiroula Liasidou , Jorge Umbelino, Cláudia Viegas
153	A research to determine the smart destination selection process of millennial (y-generation) tourists	Metin Surme , Ercan Ince

Room nº	3.9	
Day/hour	October 29th 11.30 a.m. (GMT+1)	
Language	English	
Subject	Economy of Tourism	
Chairperson	Luís Lima Santos IP Leiria, Portugal	
Paper nº	Title	Authors
17	DSGE models as a tool for quantifying the economic impacts of tourism	Ana León-Gómez , Sergio M. Fernández-Miguélez, Manuel Ángel Fernández-Gámez
125	Revenge travel: A re-vitaliser for the travel and tourism sector	Suzanee Malhotra
137	The economic impacts of tourism in the equatorials countries	Aneta Teperek , Luís Lima Santos

**ITC 2021****October 29th 12.30 p.m. - 1.30 p.m.**

Room nº	4.1	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Food (2)	
Chairperson	Manuela Guerra ESHTe, Portugal	
Paper nº	Title	Authors
5	Reinventing Entrepreneurship Education Programmes During Challenging Times: the case of the Tourism Creative Factory Food Edition	Francisco Banha, Andre Rui Graca, Francisco Miguel Banha
15	Attributes for the responsible consumer: Food, healthy service and entertainment	Dolores Gallardo Vázquez
141	Vegetarianism and Veganism as a hotel product: implications in service and meal preparation	Sofia Guerra, Maria Pires

Room nº	4.2	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Events (2)	
Chairperson	Cátia Malheiros IP Leiria, Portugal	
Paper nº	Title	Authors
169	Social and economic impact of sports in the city of Guimarães: Preliminary observation on the last decade mutations and current insights by the resident's perspective	Tiago Portilha, Fernando Perna, Maria João Custódio
12	The events in the touristic dynamization of the Madeira islands post-covid19	Ana Isabel Abreu, João Reis
43	Megaevents and their Impacts on Local Communities – A State-of-the-Art Analysis	Carolina Gonçalves, Susana Filipa Gonçalves, Jorge Umbelino
24	The LGBT wedding segment in Madeira Island's hospitality	Cristina Oliveira, Francisco Silva, Dulce Sarroeira

Room nº	4.3	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism / Islands	
Chairperson	João Prudente U Madeira, Portugal	
Paper nº	Title	Authors
1	Impacts caused by COVID-19 on airports and tourism in the main islands of the Autonomous Region of the Azores	Jorge Abrantes, Rui Quadros
13	City image, city brand personality, and residents' life satisfaction in Ponta Delgada	Tania Rego, Ana Isabel Moniz, Osvaldo Silva
106	Tourist development and non-conventional water production systems in island areas	Inés Ruiz De la Rosa, Natalia Antonova, Javier Mendoza Jiménez



Room nº	4.4	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Business	
Chairperson	Maria de Lurdes Calisto CiTUR - Estoril	
Paper nº	Title	Authors
93	COVID-19 and the Portuguese lodging industry	Victor Alves Afonso , Maria de Lurdes Calisto
121	Attractiveness and retention factors for the new generations in travel agencies	Paula Loureiro, Vânia Costa , Ana Beatriz Azevedo
10	The impact of the tourism segmentation to market revention: the case of tourism SMEs	Jéssica Ferreira , Nuno Marques da Costa, Bruno Sousa
96	Resilient business models in different contexts: Wine and tourism sectors	Teresa Costa , Fernando Valente, Tiago Pinho, Nuno Teixeira, Pedro Anuniação

Room nº	4.5	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Sustainability / Education	
Chairperson	Cristina Barroco IP Viseu, Portugal	
Paper nº	Title	Authors
46	Perception of events management students in relation to environmental sustainability: case study in Portugal	Filipe Severino
73	Sustainability, innovation, and tourism – What connection? A systematic literature review	Vasco Santos , Maria José Sousa, Manuel Au-Yong-Oliveira, Carlos Costa
85	Territory, tourism and educational pathways. articulation of interests for geoconservation at Estrela Geopark	Gonçalo Fernandes
119	Sustainable development of cruise tourism in the Lisbon region – supply perspective (pre COVID-19)	Nuno Ricardo Dias , Carlos Costa, José Sancho Silva

Room nº	4.6	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Hospitality / Restaurants	
Chairperson	Eunice Lopes IP Tomar, Portugal	
Paper nº	Title	Authors
91	The importance of employees' motivation in hotels - the case of Hotel D. Luís	Ana Gabriela Pereira , Cláudia Seabra
152	Seasonality in the hotel tourist market in the municipality of Tomar: Case study	Patrícia Nunes , Eunice Lopes, Rúben Loureiro
155	The performance of typical Algarve delicacies in the menu analysis of a restaurant in the region - a case study	Daniela Silvestre , Manuel Serra, Carlos M. Afonso, Cláudia Henriques
89	Tableau de bord and balanced scorecard: knowledge dissemination in the hotel industry	Maria Machado , Catarina Nunes



Room nº	4.7	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	Portuguese/Spanish	
Subject	Tourism and Technology (3)	
Chairperson	Pedro Carvalho IP Viana do Castelo, Portugal	
Paper nº	Title	Authors
51	New trends in digital behaviour for Brazilian mature tourists	Márcia Santos , Belém Barbosa, Cláudia Amaral Santos
79	Smart Tourism Destination Management. Trends and Challenges at Coimbra	Norberto Santos , Claudete Oliveira Moreira, Carlos Cardoso Ferreira, Luís Silveira
123	Free Wi-Fi networks in the management of urban tourism destinations	Maria Gorete Dinis , Adelaide Proença, Luís Cidade, Joana Branco
129	Accessible tourism through digital accessibility: a systematic literature review	Elena Fernández-Díaz , Nelson Dematos, Marisol Correia

Room nº	4.8	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	English	
Subject	Tourism products (4)	
Chairperson	Ana Gvaramadze Grigol Robakidze University, Georgia	
Paper nº	Title	Authors
92	Transhumance in Portugal: the case of the municipality of Castro Daire	Raquel Rodrigues, Cláudia Seabra
32	The role of ecotourism development in Georgia	Salome Bestaeva
44	The development of cultural hiking tourist routes in mountain tourist destinations	Diana Foris , Ana-Madalina Comsa
45	Linking physical risk perception antecedents with urban tourist on-site consumption	Andreia Pereira , Cláudia Seabra, Ana Caldeira

Room nº	4.9	
Day/hour	October 29th 12.30 p.m. (GMT+1)	
Language	English	
Subject	Hospitality / Tourism facilities	
Chairperson	Suzanee Malhotra University of Delhi, India	
Paper nº	Title	Authors
29	Restaurants in Portugal: Management for liquidity or profitability?	Ana Lucas , Ana Ramires
130	Macao's recreational facilities and city branding	Carlos Siu Lam , Lynn Jamieson
135	Cost structure in the hotel industry - comparison between Portuguese and Spanish hotels	Ana Isabel Costa , Conceição Gomes, Luís Lima Santos
147	Perspective of laid-off employees towards retrenchment and outplacement programs of selected airline companies in the Philippines	Lizette Vicente