



## Monday, 10 February

08:30 **Registration for Pre-Conference Workshops**  
*WG level 3*

09:00 **Pre-Conference PhD / ECR Workshop**

09:15 **Pre-Conference Tours**

12:45 **Pre-Conference MCA Workshop**  
*WG609*

17:00 **Informal Function: The Great Kiwi Backyard BBQ**  
*WG level 2*

18:30 **Film Screening**  
*WG 126*

## Tuesday, 11 February

08:00 **Registration, Tea and Coffee**  
*WG level 3*

09:00 **Conference Opening and Addresses**  
*WG403*

10:30 **Morning Tea**  
*Exhibition Hall*

11:00 **Keynote Address – Alison Phipps**  
*WG403*

**Inhospitable Hospitality: From Bombs to Beauty with Seekers of Refuge**

» Alison Phipps, OBE, PhD, BA (Hons), FRSE, FRSA, FAcSS

12:00 **Lunch**  
*Exhibition Hall*

12:00 **The CAUTHE case study publication project**  
*WG308*

13:00 **Concurrent Session 1 - Hospitality Employment**  
*WG 809*

Chaired by: Mr. Ajay Khatter

13:00 **Hospitality leadership and employee commitment in Vietnam**  
» [Mr. Le Vinh Nguyen](#), Prof. Jarrod Haar, Dr. Roy Smollan

13:20 **The paradox of leading a multi-generational workforce in the hotel sector.**  
» [Mr. Moises A. Vera Laime](#), Dr. Rajka Presbury, Dr. Simon Pawson, Dr. Madalyn Scerri, Mr. Ben Lancken

13:40 **"I never call in sick": Chefs and presenteeism**  
» [Dr. Matthew Brenner](#), Dr. Richard N.S. Robinson

14:00 **Disrupting hospitality: Migrant food delivery workers as mobile host-guests in the 'gig economy'**  
» [Mr. Tyler Riordan](#), Dr. Gerhard Hoffstaedter, Dr. Richard N.S. Robinson

14:20 **Understanding the success of hospitality i-deals negotiation: Examining the individual and organizational effects**  
» Dr. Ning Sun, Dr. Naipeng Bu, [Prof. Haiyan Song](#), Prof. Haiyan Kong



Continued from **Tuesday, 11 February**

- 13:00 **Concurrent Session 1 - Eventful Placemaking**  
WG901-902  
Chaired by: Dr. Uwe Hermann
- 13:00 **Placemaking through hallmark events: the effect of Adelaide Fringe on urban regeneration, social capital and city branding**  
» [Dr. Chris Krolikowski](#), Dr. Sunny Lee
- 13:20 **Creative placemaking and the emergence of a contemporary art district**  
» [Dr. Sandra Goh](#), Dr. Hongxia Qi, [Dr. Abrar Faisal](#)
- 13:40 **City resilience and transforming reason: A discussion of business event narratives**  
» [Dr. Martin Robertson](#), Dr. Joanne Pyke
- 14:00 **Developing mega-event legacy indicators for 'eventful cities'**  
» [Dr. Leonie Lockstone-Binney](#), Dr. Judith Mair, Prof. Kirsten Holmes
- 14:20 **Pop-up venue for creative placemaking**  
» [Dr. Sandra Goh](#), [Dr. Abrar Faisal](#), Dr. Tomas Pernecky
- 13:00 **Concurrent Session 1 - Tourism Impacts**  
WG 126  
Chaired by: Dr. Sean McGinley
- 13:00 **The influence of exogenous variables on the efficiency of Australian accommodation industry: A regional level of analysis using the second-stage DEA fractional regression approach**  
» [Dr. Alexander Roper](#), Dr. Carolyn Tran, [Dr. Andrew Ie](#), Mrs. Vivian Allen, Mr. Bryn James, Mr. Glenn Murray
- 13:20 **The implications of the 2019 Thomas Cook collapse on consumer protection from travel business insolvency in Australia and New Zealand**  
» [Dr. David Beirman](#)

- 13:40 **The dynamics of mountaineering impact on the mountain environment: the progressive nature (stadiums) of the host-guest interactions**  
» [Dr. Michal Apollo](#), Prof. Viacheslav Andreychouk
- 14:00 **Exploring the impact of public sector investments in visitor attraction on local and regional economic development**  
» [Dr. Lena Mkwara](#), Prof. David Simmons, Prof. Geoffrey Kerr
- 14:20 **The interrelationship of residents' stereotype, emotion and behavior**  
» [Ms. Serene TSE](#), Dr. Vincent Tung
- 13:00 **Concurrent Session 1 - Diversity and Accessibility**  
WG 803  
Chaired by: Dr. Ina Reichenberger
- 13:00 **Enabling a 'good life' through leisure travel for people with intellectual disabilities**  
» [Dr. Brielle Gillovic](#), Prof. Alison McIntosh, Dr. Cheryl Cockburn-Wootten, Prof. Simon Darcy
- 13:20 **20:20 Vision - Diversity in hospitality and tourism undergraduate education in Australia**  
» [Dr. Noreen Breakey](#), [Dr. Niki Macionis](#), [Ms. Ruby Zhang](#)
- 13:40 **Diversity Training in Hospitality: Necessity or Amenity?**  
» [Ms. Prachi Thakur](#), Dr. Rajib Dhar
- 14:00 **Aspects of accessible tourism in Constance, Germany**  
» [Dr. Tatjana Thimm](#)
- 13:00 **Concurrent Session 1 - Teaching and Learning across the disciplines**  
WG801-802  
Chaired by: Dr. Julia Albrecht



Continued from **Tuesday, 11 February**

13:00 **Learning from the Mouse: Reflections on running field study tours to Disney World**

» [Dr. Karen Hughes](#), [Dr. niki Macionis](#)

13:20 **Transforming Culinary Arts Education: Transformative Approaches to Recognition of Prior Learning**

» [Prof. Richard Mitchell](#), [Dr. Melanie Williams](#), Mr. Adrian Woodhouse

13:40 **Towards a framework to guide evidence-based leadership development and evaluation in tourism and hospitality graduate programs**

» [Dr. Marcela Fang](#), Dr. Paul Whitelaw

14:00 **Participant observation and the visibility of learning: Optimising methods for researching free choice learning at visitor attractions.**

» [Dr. Ionathon Spring](#)

14:20 **Effectiveness of creative drama method in engaging tourism students on skill development**

» Mrs. Tuğçe Özoğul, [Prof. Semra GÜNEY AKTAŞ](#), Dr. Hakan Sezerel, Prof. Ömer Adıgüzel

13:00 **Concurrent Session 1 - Online Tourism**

WG 808

Chaired by: Dr. Émilie Crossley

13:00 **Managing Social Media Influencers: An Exploratory Study of Tourism Operators**

» [Ms. Elizabeth Sara Rodriguez](#)

13:20 **Online travel agents (OTAs) and hoteliers' relationships: Does relational relationships matter?**

» [Dr. Zazli Lily Wisker](#)

13:40 **Moderation role of online review levels on the decoy effect on travellers' hotel choices**

» [Ms. Blake Baj](#), Dr. Peter B Kim, Prof. Nigel Hemmington, Dr. Jungkeun Kim

14:00 **Online Tickets Purchase as Source for Tracing Tourism Mobilities**

» [Dr. Andris Klepers](#)

13:00 **Concurrent Session 1 - The future past of tourism**

WG 703

Chaired by: Prof. Noel Scott

13:00 **The Future Past of Tourism: A Conceptual Framework Perspective**

» [Dr. Ian Yeoman](#), [Prof. Una McMahon-Beattie](#)

13:20 **History and hospitality - philosophical musings on the interaction of historiography and paradigm**

» [Ms. Ann Cameron](#)

13:40 **Recurring Themes: How the Past is Tourism's Future**

» [Dr. Ian Yeoman](#), [Prof. Una McMahon-Beattie](#)

14:00 **Looking into the future through the past: A comprehensive review of managing tourism in World Heritage Sites (1989-2019)**

» [Dr. Noreen Breakey](#), [Ms. Isabella Ye](#)

14:20 **The Meuse-Argonne American Cemetery**

» [Dr. Caroline Winter](#)

13:00 **Concurrent Session 1 - Tourism Experiences**

WG701-702

Chaired by: Ms. Joann Schmider

13:00 **'Let's travel where the Wi-Fi is weak - but let me share my location first' - Paradoxes and realities of off-the-beaten-track tourists**

» [Dr. Sabrina Seeler](#), Dr. Heike Schanzel, Prof. Michael Lueck



Continued from **Tuesday, 11 February**

- 13:20 **A holistic approach to film tourism: Celebrities, feelings and destination image**  
» [Dr. Sean Lee](#), Mr. Justin Kitin, Ms. Jie Ren
- 13:40 **Dental Tourism and the pursuit of Quality of Life**  
» [Mr. Iral Scholten-Castillo](#), Dr. Thu-Huong Nguyen
- 14:00 **In too deep? A qualitative study of reasons Australian baby boomer women give up diving.**  
» [Mrs. Sally Gregory](#)
- 14:20 **Authenticity in Hip Heritage Destination: The Stakeholders' Perspectives**  
» [Ms. Hongsakul Mesnukul](#), Dr. Ketwadee Buddhahumbhitak, Dr. Chalongsri Pimonsompong
- 14:40 **Afternoon Tea**  
*Exhibition Hall*
- 15:10 **Concurrent Session 2 - Climate Change and Disaster Management**  
*WG 126*  
Chaired by: Mr. Rohit Pande
- 15:10 **Tourists' Concerns with the State of the Great Barrier Reef**  
» [Prof. Bruce Prideaux](#), Dr. Michelle Thompson, Dr. Anja Pabel, Dr. Leonie Cassidy
- 15:30 **Bushfires and tourism: A framing analysis of media reportage of the 2019 Tasmanian bushfire season for tourism narratives.**  
» [Dr. Gemma Blackwood](#), Dr. Kathleen Williams, Prof. Can Seng Ooi, Dr. Anne Hardy
- 15:50 **Rethinking the role of Indigenous knowledge in parks and protected areas: Fostering conservation and tourism development**  
» [Dr. Courtney Mason](#), [Dr. Anna Carr](#)

- 16:10 **Post-disaster experiences of Chinese tourists in Kaikōura, New Zealand**  
» [Dr. Jo Fountain](#), Dr. Nicholas Craddock-Henry
- 16:30 **Dynamic disaster risk management for tourists in areas of seismic risk, South Island, NZ**  
» Mr. Mathew Darling, [Dr. Caroline Orchiston](#), Dr. Thomas Wilson
- 16:50 **Is Climate Change driving people to the ice? A case study from Montenvers-Mer-de-Glace, Mont Blanc, French Alps**  
» [Mr. Emmanuel Salim](#), Dr. Ludovic Ravel
- 17:10 **Managing during a disaster: Anatomy of decision-making during the Japan 2011 earthquake and tsunami.**  
» [Dr. Warren Goodsir](#)
- 15:10 **Concurrent Session 2 - Critical Perspectives**  
*WG 803*  
Chaired by: Dr. Tracy Berno
- 15:10 **Fear of flying: A critical approach**  
» [Dr. Jennie Small](#), Dr. Cheryl Cockburn-Wootten
- 15:30 **Participatory Action Research for Regional Tourism Collaboration**  
» [Ms. Rachel Perkins](#), Dr. Catheryn Khoo-lattimore, Prof. Charles Arcodia
- 15:50 **Measuring the impacts of volunteer tourism: Critiques of the field**  
» [Dr. Simone Grabowski](#), Dr. Phoebe Everingham, Dr. Tamara Young
- 16:10 **Accumulation by symbolic dispossession in tourism: The case of Lofoten, Norway**  
» [Dr. Frank Lindberg](#), Dr. James Fitchett
- 16:30 **Trans-border territories in tourism in 2020: New perspectives**  
» [Dr. Daria Soldatenko](#), Prof. Elisa Backer



Continued from **Tuesday, 11 February**

- 16:50 **Tourism-led transformation of The Rocks**  
» [Dr. Ece Kaya](#)
- 17:10 **Scholactivism: Reflections on merging scholarship and activism**  
» [Dr. Mucha Mkono](#)
- 15:10 **Concurrent Session 2 - Diverse Research Approaches**  
*WG701-702*  
Chaired by: Dr. Sabrina Seeler
- 15:10 **Decolonising the western-centric sustainable tourism indicator system: an infusion of indigenous indicators in Boga Lake, Bangladesh**  
» [Mr. Md Saiful Islam](#), Dr. Willem J.L. Coetzee, Prof. Brent Lovelock
- 15:30 **Time and temporality: qualitative longitudinal research in tourism studies**  
» [Dr. Émilie Crossley](#)
- 15:50 **Reflecting on applying Kaupapa Māori research philosophies in tourism research**  
» [Mr. Adam Ransfield](#)
- 16:10 **Theories of attitude: An update from social psychology for tourism scholars**  
» [Mrs. Arghavan Hadinejad](#), Dr. Anna Kralj, Prof. Sarah Gardiner, Mr. Seyedahmad Taghaviannoghan
- 16:30 **Kinh and Ethnic Stakeholder Perspectives of Tourism Development in Sapa, Vietnam; a Social Exchange Theory Approach**  
» [Mr. Nguyen Van Huy](#), Dr. Diane Lee
- 16:50 **Femininities in tourism field research**  
» [Dr. Heike Schanzel](#), Dr. Brooke Porter

- 17:10 **Cognitive psychology and tourism**  
» [Prof. Noel Scott](#)
- 15:10 **Concurrent Session 2 - Image, Photos and Managing Destinations**  
*WG 808*  
Chaired by: Dr. Anne Zahra
- 15:10 **Geographic origin and gender influence on tourists' photography behaviour**  
» [Dr. Anja Pabel](#), Dr. Leonie Cassidy
- 15:30 **Getting the shot: Photographer's behaviour during commercial swim-with-wildlife tours**  
» [Ms. Chantal Page](#), Prof. Mark Orams, Prof. Michael Lück
- 15:50 **What do we know about tourist dispersal? A systematic review of literature (1980-2019)**  
» [Ms. Xuna Zhu](#), Dr. Abraham Leung, Dr. Gui Lohmann, Dr. Glauber Eduardo de Oliveira Santos
- 16:10 **#CUintheNT: Perceptions of an unofficial campaign**  
» [Ms. Ida Kristine Fjellidal](#), Dr. Anna Kralj
- 16:30 **Augmenting photobooks for enhancing travel performances**  
» [Dr. Emily Corrigan-Kavanagh](#), Prof. Caroline Scarles, Ms. Megan Beynon
- 16:50 **How should we measure dispersal and what factors influence it? A comparative study using Tourism Tracer data**  
» [Dr. Anne Hardy](#)
- 15:10 **Concurrent Session 2 - New Perspectives on Events**  
*WG801-802*  
Chaired by: Dr. Trudie Walters



Continued from **Tuesday, 11 February**

15:10 **Examining antecedents and consequences of visitor satisfaction in regional special events**

» [Dr. Supawat Meeprom](#), [Dr. Patcharaporn Mahasuweerachai](#), Dr. Tongrawee Silanoi

15:30 **Investigating Perceptions of Authenticity of the Oktoberfest**

» [Dr. Margarida Abreu Novais](#), [Prof. Charles Arcodia](#), Prof. Ralph Berchtenbreiter, Prof. Andreas Humpe, Ms. Truc H. Le

15:50 **Straddling the formality-informality span: Event regulation and managing Olympic tourist zones at London 2012**

» [Dr. Lewis Walsh](#), [Dr. Michael Duignan](#), Prof. Simon Down

16:10 **Motivations for Participation in Short-Distance Running Events**

» Ms. Ada Sio, Dr. Liz Fredline, [Dr. Barry Fraser](#)

16:30 **The role of cultural festivals in building social capital in the Chinese diaspora community**

» [Ms. Nicole Yu](#), Dr. Judith Mair, Dr. Faith Ong, Dr. Andy Lee

15:10 **Concurrent Session 2 - New Zealand Tourism Issues**

WG 809

Chaired by: Dr. Claire Liu

15:10 **Productivity in SME Commercial Accommodation in Regional New Zealand**

» [Dr. Anthony Brien](#)

15:30 **Ecological restoration in Aotearoa New Zealand: Contrasting tourist conservation narratives**

» [Mr. GUOJIE ZHANG](#), Prof. James Higham, Dr. Julia Albrecht

15:50 **Does it make a difference? An exploratory study into the longer-term effects of participation in New Zealand high-school student overseas study tours**

» [Mrs. Donna O'Donnell](#)

16:10 **Making iconic tourism places: A case study of New Zealand's Great Walks**

» [Mrs. Jacqueline Howard](#), Dr. Stephen Espiner, Dr. Emma Stewart

16:30 **Location selection decision making in the New Zealand motel sector - a preliminary framework**

» [Mr. Md Shoaib Akhtar](#), Prof. David Simmons, Mr. Jacob Kambuta

16:50 **Chinese tourists' attitude towards road safety in New Zealand**

» [Dr. Claire Liu](#), Ms. Ivy Li

15:10 **Concurrent Session 2 - Sustainability**

WG901-902

Chaired by: Mrs. Yvonne Wood

15:10 **Barriers and drivers of environmental sustainability in the Australian hotel industry**

» [Mr. Ajay Khatter](#), Dr. Leanne White, Dr. Joanne Pyke, Dr. Michael McGrath

15:30 **Space travel and sustainability**

» [Dr. Sam Spector](#), Prof. James Higham

15:50 **Understanding international visitors' perceptions of sustainability of the Canterbury region from user generated content**

» [Dr. Girish Prayag](#), Prof. Michael Hall, Dr. Peter Fieger, Dr. Ning (Chris) Chen

16:10 **More giggle, less guilt: The comparative effectiveness of alternative communication messages to reduce plate waste**

» [Prof. Sara Dolnicar](#), Dr. Emil Juvan, Dr. Bettina Grün

16:30 **Differences in cultural attitudes towards plate waste**

» Dr. Tingting Liu, Dr. Emil Juvan, Prof. Hanqin Qiu, [Prof. Sara Dolnicar](#)

16:50 **Strategies to increase Generation Y's customer awareness of using sustainable materials in the coffee retail industry**

» Dr. Chompoonut Suttikun, [Dr. Patcharaporn Mahasuweerachai](#)



Continued from **Tuesday, 11 February**

17:30 **Welcome Reception**  
*Exhibition Hall*

## Wednesday, 12 February

07:15 **CAUTHE Chapter Directors' Breakfast**  
*WG308*

08:00 **Registration, Tea and Coffee**  
*WG level 3*

08:45 **Welcome and Housekeeping**  
*WG403*

09:00 **Keynote Address – John Barrett**  
*WG403*

**Ka mua, ka muri; walking backwards into the future**  
» John Barrett

10:00 **Concurrent Session 3 - Accommodation, Airports and Planes**  
*WG 126*  
Chaired by: Dr. Ece Kaya

10:00 **Green glove hotel service: Perceptions of sustainable practices in a luxury accommodation context**  
» Dr. Sean Lee, [Dr. Isaac Cheah](#)

10:20 **Luxury accommodation experience: from backdrop to protagonist. A systematic literature review.**  
» [Ms. Anita Manfreda](#), Dr. Rajka Presbury, Dr. Scott Richardson, Prof. Frans Melissen

10:40 **It's my Holiday and I'll Fly if I Want To: Attitude functions of air travel**  
» [Ms. Nicole Cocolas](#)

11:00 **Exploring sharing economy platform relationships: Case of Australian short-term accommodation operators**  
» [Ms. Clare Keogh](#), Dr. Anton Kriz, Dr. Philip Rosenberger, Dr. Lisa Barnes

10:00 **Concurrent Session 3 - Hospitality and Work**  
*WG 808*  
Chaired by: Dr. Katharina Wolff

10:00 **Hospitality as therapy: Evidence of training for homeless persons**  
» [Dr. Richard Robinson](#), Mr. Tyler Riordan

10:20 **Hospitality as a force for good: Case studies from Saigon, Leeuwarden and London**  
» [Dr. Tracy Harkison](#), [Prof. Erwin Losekoot](#)

10:40 **Is the work of the plongeur decent work? A 2020 reflection on Orwell's (1933) perspective on hospitality work**  
» [Prof. Tom Baum](#)

11:00 **A longitudinal examination of hospitality employees' career commitment in New Zealand**  
» [Mr. Dan Zhu](#), Dr. BeomCheol (Peter) Kim, Prof. Simon Milne

10:00 **Concurrent Session 3 - Cuisine, Gastronomy and Travel**  
*WG701-702*  
Chaired by: Mr. Emmanuel Salim

10:00 **Green tea and gastronomy**  
» [Dr. Nancy McIntyre](#)

10:20 **Investigating guesthouse and cuisine experiences in the Maldives: A new research method utilising a tasting buffet**  
» [Mr. Mohamed Shenaan](#), Dr. Heike Schanzel, Dr. Tracy Berno

Continued from **Wednesday, 12 February**

- 10:40 **Reflections of migration on local cuisine and tourism**  
» [Mrs. Sema EKİNCEK](#), Dr. Önder YAYLA, Prof. Semra GÜNAY AKTAŞ
- 11:00 **Enhancing Culinary Students' Sense of Responsibility for Global Sustainability through Watching Berlinale Culinary Documentary Films**  
» [Dr. Tsuiying Chen](#)
- 10:00 **Concurrent Session 3 - Families and Children and Sustainability**  
*WG801-802*  
Chaired by: Dr. Jennie Small
- 10:00 **Couples who play together, stay together, if they travel together.**  
» [Dr. Mojtaba \(Mojib\) Shahvali](#), [Dr. Shohreh Jelodari](#), Ms. Maryam Dorfeshan, Prof. Deborah Kerstetter
- 10:20 **Children at work in the global tourism supply chain: A modern slavery perspective**  
» [Prof. Joseph Cheer](#)
- 10:40 **Sustainable business models in Arctic tourism**  
» [Prof. Nina Katrine Prebensen](#), Mrs. Soelvi Lyngnes
- 11:00 **Exploring the dimensions of social justice in sustainable tourism development**  
» [Dr. Raymond Rastegar](#)
- 10:00 **Concurrent Session 3 - Co-creation and experience**  
*WG901-902*  
Chaired by: Dr. Anthony Brien
- 10:00 **Novelty and Sense of Tourism Incognita in Active Aging Tourists' Experiences**  
» [Ms. Napat Samranrat](#), Dr. Ketwadee Buddhabhumbhitak

- 10:20 **Proposing a Conceptual Framework for Authenticity in Co-Created Experiences**  
» [Ms. Truc H. Le](#), Prof. Charles Arcodia, Dr. Margarida Abreu Novais, Dr. Anna Kralj
- 10:40 **Understanding Visitor Experience Interactions at Cultural Heritage Sites: A Text Analytics Approach**  
» [Prof. Andi Smart](#), [Dr. Pikakshi Manchanda](#), Prof. Gaël Bonnin, Dr. Valérie Duthoit – Saint Georges
- 11:00 **Co-creating luxury hotel experiences in Melbourne**  
» Dr. Tracy Harkison, Dr. Paul Whitelaw, [Ms. Effie Steriopoulos \(Lagos\)](#)
- 10:00 **Concurrent Session 3 - Inside the tourist mind**  
*WG 809*  
Chaired by: Dr. Zazli Lily Wisker
- 10:00 **National differences in tourists' self-perceptions - Are tourists from ANZ the most agreeable of all?**  
» [Prof. Svein Larsen](#), Dr. Katharina Wolff, Prof. Torvald Øgaard
- 10:20 **Self-congruity and novelty seeking: The impacts on memorable tourist experiences**  
» [Mr. Justin Kitin](#), Dr. Isaac Cheah, Dr. Sean Lee
- 10:40 **What contributes to the process of depersonalisation? Evidence from a disaster heritage site**  
» [Ms. YACHEN ZHANG](#), Dr. Alexandra Coghlan, Ms. Kathy Knox
- 11:00 **The Presentation of Self in Hospitable Encounters: Analysing Tourists' Experiences of Sri Lankan Hospitality**  
» [Ms. Hanshika Herath](#), Prof. Nigel Hemmington, Prof. Jill Poulston
- 10:00 **Concurrent Session 3 - Tourism and accommodation experiences and challenges**  
*WG 803*  
Chaired by: Dr. David Williamson





Continued from **Wednesday, 12 February**

10:00 **Experience co-creation in the P2P accommodation sharing sector in China**

» [Prof. Haiyan Song](#), Dr. Jinah Park

10:20 **Satisfaction with Asian airports**

» [Prof. Semra GÜNAY AKTAS](#), Prof. Yeliz MERT KANTAR, Mrs. Nevin YAVUZ, Dr. Serkan OLGAC

10:40 **Assessing the challenges of cruise tourism in Fiji: A case study of Lautoka port cruisers**

» [Dr. Sakul Kundra](#)

11:20 **Morning Tea**  
*Exhibition Hall*

11:50 **Concurrent Session 4 - Destination Image, Management and Marketing**

*WG 126*

Chaired by: Dr. Warren Goodsir

11:50 **Effects of Incomplete Planned Experiences on Destination Loyalty: The Tokyo Disneyland Theme Park Case**

» [Mr. Hiroaki Kawada](#), Dr. Taketo Naoi

12:10 **Modelling destination image: visitor and resident perceptions of Ōtautahi–Christchurch**

» [Dr. Michael Shone](#), Ms. Kathryn Fortescue

12:30 **Curating and cultivating the brand of Tasmania: The poetics and politics of place branding**

» [Ms. Alberte Toettenborg](#)

11:50 **Concurrent Session 4 - Technology and visitor experience**

*WG701-702*

Chaired by: Prof. Erwin Losekoot

11:50 **A panoptic framework of visitor intelligence**

» Prof. Andi Smart, Dr. Laura Phillips, Dr. David Ross, [Dr. Pikakshi Manchanda](#), Mrs. Cristina Mosconi

12:10 **VR the world: Investigating the effectiveness of virtual reality for tourism marketing through presence and emotion**

» [Mr. Ryan Yung](#), Dr. Leigh Ellen Potter, Dr. Catheryn Khoo-lattimore

12:30 **Instagram and wanderlust: The role of Insta-influencers**

» [Dr. Samantha Murdy](#), Ms. Caitlin Houston

12:50 **The dispersal of the travel Bucket List on Instagram**

» [Ms. Leah Gibson](#), Dr. Caroline Winter, Dr. Kim Williams, Mr. Ian Gibson

11:50 **Concurrent Session 4 - Aspects of Tourism Management**

*WG801-802*

Chaired by: Mrs. Leah Stevenson

11:50 **A METHOD OF VISUALIZING THE TOURISM BUSINESS ECOSYSTEM UTILIZING THE CUSTOMER VALUE CHAIN ANALYSIS**

» [Mrs. Nozomi Saito](#), Dr. Nobuyuki Kobayashi, Dr. Lisa Ruhanen, Prof. Seiko Shirasaka

12:10 **The role of firm certifications for learning and innovation within experience-based tourism**

» [Prof. Dorthe Eide](#), Ms. Olga Høegh-Guldberg

12:30 **Western Australian Millennial's Cruise Intention: A Validation of Cruise Motivations and Constraints**

» [Ms. Paige Newman](#), Dr. Sean Lee, Prof. Christof Pforr

12:50 **A Model of Measurement Dimensionality for Community Empowerment in Tourism**

» [Ms. Uyen Thi Thao Pham](#), Dr. Aise KyoungJin Kim, Prof. Ruth Rentschler, Prof. Marianna Sigala



Continued from **Wednesday, 12 February**

**11:50 Concurrent Session 4 - Technology and social media in hospitality and tourism**

WG 803

Chaired by: Prof. Richard Mitchell

**11:50 Millennials' restaurant journey and experience: Fitting the social moment**

» [Prof. Alison Morrison](#), [Ms. Tanya Harrowell](#)

**12:10 Investigation of the implementation of machine learning within the hospitality industry**

» [Mr. Rohit Pande](#)

**12:30 Using Combined-Learning to Conceptualise Constructs in Tourism and Hospitality**

» [Ms. Truc H. Le](#), Prof. Charles Arcodia, Dr. Margarida Abreu Novais, Dr. Anna Kralj

**12:50 A dual perspective into the phenomenon of social media intimacy**

» [Ms. Chloe S Kim](#), Dr. Peter B Kim, Prof. Simon Milne

**11:50 Concurrent Session 4 - Events and Festivals**

WG901-902

Chaired by: Dr. Elspeth Frew

**11:50 Privatisation of Public Spaces and Stakeholder Management in a Mega-Events Context: a Tokyo 2020 Olympic Host Community Perspective**

» [Ms. Alice Brazão](#)

**12:10 Going... going... not yet gone! Identifying attendees' service quality, satisfaction and behavioural intention evaluations to enhance small-scale festival survival**

» [Dr. Aaron Tkaczynski](#), Dr. Denni Arli, Dr. Chelsea Gill, Prof. Sharyn Rundle-Thiele

**12:30 Visioning and resilience of craft beer festival tourism: Attendee as flaneur/flaneuse**

» [Dr. Martin Robertson](#), Dr. Andrew Adams

**12:50 "It's really good to get out from behind Facebook": The importance of business events for rural women in business**

» [Dr. Trudie Walters](#)

**11:50 Concurrent Session 4 - Sustainable Destinations?**

WG 809

Chaired by: Dr. Heike Schanzel

**11:50 Undisputable access to (un-)protected land and overtourism - Curse or blessing?**

» [Dr. Sabrina Seeler](#), Prof. Michael Lueck, Prof. Dorthe Eide

**12:10 Visitor pledges, a new tool in tourism destination management**

» [Dr. Julia Albrecht](#), Ms. Eliza Raymond

**12:30 Community Perception of Natural Conservation - The Case of Zealandia**

» [Dr. Ina Reichenberger](#), Ms. Taran Jørgensen

**12:50 A Recipe for Success? Testing a Model of Agri-tourism Development using the Atherton Tablelands, Australia**

» [Dr. Michelle Thompson](#)

**11:50 Concurrent Session 4 - Tourism planning and business**

WG 808

Chaired by: Dr. Karen Hughes

**11:50 Tourism common pool resources dilemmas: insights into property right regimes and building resilience**

» [Ms. Mahdis Madani](#), Prof. Brent Lovelock, Dr. Julia Albrecht



Continued from **Wednesday, 12 February**

12:10 **An investigation of the role of community engagement in the development of long-term coastal destination planning – A case study based on Livingstone Shire, Queensland.**

» [Mr. Kulasingam Kularadhan](#), Prof. Bruce Prideaux, Dr. Michelle Thompson, Dr. Jan Lewis

12:30 **Reaching competitiveness: How we became one of world best story**

» [Dr. Morena Paulisic](#)

13:10 **Lunch and Poster Session**

*Exhibition Hall*

13:10 **Poster Session**

*Exhibition Hall*

**Hospitality conceptualisation and measurement: The case for an individual based psychological measure of hospitality orientation**

» [Mr. John Hornby](#)

**The role of food in the festival and destination experience of visitors to Akaroa, New Zealand**

» Dr. Jo Fountain, [Ms. Imke Range](#), Dr. Rory Hill, Dr. Sharon Lucock

**Electric Vehicle Tourism: considerations for future planning**

» Dr. Shannon Page, [Dr. Helen Fitt](#), Mr. Richard Moreham

**Effects on the Customer's Loyalty through Airline's CSR: Using remaining Mileage Points**

» [Ms. Hyemin Lee](#)

**Growing collaboration in the Waitaki Whitestone aspiring Geopark: A snapshot of food and drink sector perspectives**

» [Dr. Helen Fitt](#)

**Sustainable Mountain Tourism in Norway**

» [Mrs. Soelvi Lyngnes](#), Prof. Nina Katrine Prebensen

**Forming a Tourism Business Cluster: A 'How To' Guide**

» [Ms. Rachel Perkins](#), Dr. Catheryn Khoo-lattimore, Prof. Charles Arcodia

**Assessing Biosecurity Awareness in New Zealand's Agritourism and Nature-Based Recreation Sectors**

» [Dr. Mike Mackay](#), Mrs. Tracy Nelson, Prof. Harvey Perkins

**The destination through our eyes: Investigating residents' involvement in and perceptions of place branding initiatives**

» [Mrs. Nicole Hay Walters](#), Dr. Lisa Ruhanen, Dr. P. Monica Chien

**Copying yesterday or inventing tomorrow? Examining tourists' reactions to replicas of World Heritage Sites**

» Mr. David Myers, [Dr. Karen Hughes](#), [Dr. Mucha Mkono](#)

**More than meets the eye: using visitor-employed photography to explore landscape perception**

» [Ms. Isabella Ye](#), Dr. Karen Hughes, Dr. Gabrielle Walters, Dr. Mucha Mkono

**A model of transformative brand experience for pilgrimage tourism**

» [Ms. Effie Steriopoulos \(Lagos\)](#)

**Examining the implications of high-volume tourism on local users of nature-based settings: A case study of the Selwyn District, New Zealand.**

» [Dr. Stephen Espiner](#), [Dr. Emma Stewart](#), [Ms. Megan Apse](#)

**Managing tourists' perceptions of control in the business ecosystem of smart tourism**

» [Dr. Hiroki Sano](#), Dr. Kaede Sano, Dr. Shuichi Nagata

**Discovering the fundamentals of memorable tourist experiences**

» [Mr. Justin Kitin](#), Dr. Sean Lee, Dr. Isaac Cheah



Continued from **Wednesday, 12 February**

**Exploring the role of a local official cartoon character in DMOs' social media marketing: The case of Wakapan in Wakayama Prefecture, Japan**

» Dr. Kaede Sano, Prof. Yuji Yashima, Prof. IpKin Anthony Wong, Prof. Hajime Takebayashi

**Understanding and assessing organizational behavior and performance in international hotels**

» Dr. Peter Hyde, Dr. Avinash Shankaranarayanan

**Profiling non-users in the context of Airbnb**

» Ms. Dan Huang, Dr. Xin(Cathy) Jin, Dr. Alexandra Coghlan, Dr. Clair L. Alston-Knox

14:10 **Panel Session – Starter question: What is the role of the 'book' in tourism, hospitality and events research?**  
*WG701-702*

**Starter question: What is the role of the 'book' in tourism, hospitality and events research?**

14:10 **Panel Session – Insights into and implications of research assessment for tourism, hospitality and events**  
*WG801-802*

**Insights into and implications of research assessment for tourism, hospitality and events**

15:10 **Afternoon Tea**  
*Exhibition Hall*

15:40 **Introduction to the SHARE Center**  
*WG901-902*

16:10 **CAUTHE Annual General Meeting**  
*WG403*

17:30 **Hospitality & Tourism Trends, Hot Topics and Future Challenges**  
*WG901-902*

17:40 **CAUTHE Chapter Directors' Meeting**  
*WG403*

18:30 **Special Interest Group Meetings**

**Thursday, 13 February**

07:30 **Elsevier JHTM Meeting**

07:45 **Events Think Tank Breakfast**  
*WG308*

**Events Think Tank Breakfast**  
» Sabin Doolan

08:00 **Registration, Tea and Coffee**  
*WG level 3*

08:45 **Welcome and Housekeeping**  
*WG403*

09:00 **Keynote Address – Iis Tussyadiah**  
*WG403*

**Shaping the future of travel and tourism**  
» Iis Tussyadiah



Continued from **Thursday, 13 February**

**10:00 Concurrent Session 5 - Student Perspectives**

WG 126

Chaired by: Dr. Morena Paulisic

**10:00 Student Sense of Belonging within a Tourism Management Programme**

» [Dr. Ina Reichenberger](#)

**10:20 Student views of tourism education and a tourism career**

» [Ms. Megan Roberts](#)

**10:40 Walk away now? The career plans of final year hospitality graduates**

» [Dr. Shelagh Mooney](#)

**10:00 Concurrent Session 5 - Hotel Work**

WG701-702

Chaired by: Ms. Effie Steriopoulos (Lagos)

**10:00 The role of job threats: Studying idiosyncratic traits and professional mobility**

» [Dr. Sean McGinley](#), [Dr. Nathan Line](#), [Dr. Wei Wei](#), [Dr. Taylor Peyton](#)

**10:20 Exploring career experiences of Māori in hotels**

» [Ms. Anne Lawson](#), [Prof. Erwin Losekoot](#)

**10:40 Hospitality or Hostility: The Experiences of the Hotel Receptionist in a Developing Economy**

» [Ms. Yaa Akubia](#)

**10:00 Concurrent Session 5 - Online Hospitality**

WG901-902

Chaired by: Ms. Leah Gibson

**10:00 eWOM in tourism and hospitality consumer behaviour: A review of the determinants of impact**

» [Dr. Shahab Pourfakhimi](#), [Dr. Willem J.L. Coetzee](#), [Dr. Tara Duncan](#)

**10:20 Can Social Networking Sites (SNSs) engagement predict meal sharing behaviours? A sociological investigation.**

» [Mr. Olivier Oren](#), [Dr. Richard N.S. Robinson](#), [Dr. Kelly Virginia Phelan](#)

**10:40 Online food delivery platforms: industry transformations and changes**

» [Prof. Marianna Sigala](#), [Dr. Trinidad Abascal](#), [Dr. Leonie Lockstone-Binney](#), [Dr. Faith Ong](#), [Mr. Sriram Ramanathan](#)

**10:00 Concurrent Session 5 - Learning, research and education**

WG 808

Chaired by: Dr. Noreen Breakey

**10:00 The potential and pitfalls of tourism education in the context of the Sustainable Development Goals: a case study of Karnataka, India**

» [Mrs. Roopa Sreedhar](#), [Dr. Joanne Pyke](#), [Dr. Siew Fang Law](#)

**10:20 'It's quite common to skip sessions': a grounded theory approach to examining PhD students' non-attendance at academic conferences**

» [Ms. Rui Wang](#), [Dr. Carmel Foley](#), [Dr. Deborah Edwards](#)

**10:40 Land of Opportunity: Design and Application of a 'Lean' Curriculum**

» [Ms. Ana Delevska](#), [Dr. Sandra Osorio](#)

**10:00 Concurrent Session 5 - Smart Hospitality and Tourism**

WG801-802

Chaired by: Dr. Leonie Lockstone-Binney

**10:00 The development of Customer Driven Menu Analysis using the Constructive Research Approach (CRA): A real-world methodology for restaurant research**

» [Dr. Ben Nemeschansky](#)



Continued from **Thursday, 13 February**

- 10:20 **Integrating social sciences research with artificial intelligence (AI): a case study from the Great Barrier Reef**  
» Mrs. Dung Le, Prof. Susanne Becken, Prof. Bela Static, Dr. Ranju Mandal
- 10:40 **Factors influencing Thailand as a Smart Tourism Destination**  
» Dr. Kom Campiranon
- 11:00 **Morning Tea**  
*Exhibition Hall*
- 11:30 **Concurrent Session 6 - Wellness and Spirituality**  
*WG901-902*  
Chaired by: Dr. Gabrielle Walters
- 11:30 **Recovery from trauma: Using liminality as a framework to explore wellness tourism**  
» Dr. Kylie Radel, Dr. Wendy Hillman
- 11:50 **The impact of a Virtual Tourism Experience on Mental Restoration in the Workplace**  
» Dr. Gabrielle Walters, Dr. Chelsea Gill, Ms. Wendy Pham
- 12:10 **New Perspectives on Tour Guiding: Mediating Spiritual Tourist Experiences**  
» Ms. Hannah Parsons, Dr. Susan Mackenzie, Dr. Sebastian Filep
- 12:30 **A sacred suffering in search of spirituality and well-being: A study of tourists at the Arbaeen Walk**  
» Dr. Zahra Moaven, Dr. Mojtaba (Mojji) Shahvali
- 12:50 **Senior travellers co-creating meaning within their end-of-life experiences**  
» Mr. Uditha Ramanayake, Dr. Cheryl Cockburn-Wootten, Prof. Alison McIntosh

- 11:30 **Concurrent Session 6 - Hospitality and Tourism Work**  
*WG 808*  
Chaired by: Prof. Marianna Sigala
- 11:30 **Event-tourism labour-force-development: Preliminary findings from the 2018 APEC Summit, Port Moresby, Papua New Guinea**  
» Ms. Nathaline Murki
- 11:50 **Relational antecedent and outcome of employee empowerment from the customer's perspective: A multilevel analysis**  
» Ms. Pattamol Kanjanakan, Dr. BeomCheol (Peter) Kim, Dr. Pola Wang
- 12:10 **How do environmental behaviours of employees fit into overall work performance?**  
» Ms. Antje Martins, Dr. Richard Robinson, Dr. David Solnet
- 12:30 **'Canary in the coalmine': Hospitality worker satisfaction and wellbeing compared to all industries**  
» Dr. Richard Robinson, Dr. Matthew Brenner, Dr. Temesgen Kifle
- 12:50 **Antecedents of job performance of employees with physical disabilities**  
» Mr. Van-Tin Doan, Dr. Peter B Kim, Dr. Shelagh Mooney
- 11:30 **Concurrent Session 6 - AirBnB and Accommodation**  
*WG 126*  
Chaired by: Dr. Ian Yeoman
- 11:30 **A comparative analysis of Airbnb experience between Chinese and Western guests**  
» Dr. Mingming Cheng, Mr. GUOJIE ZHANG
- 11:50 **"If it quacks like a duck, it is a duck!" A multi-level perspective (MLP) of the formal accommodation industry perceptions and responses to Airbnb**  
» Dr. Girish Prayag, Dr. Lucie Ozanne

Continued from **Thursday, 13 February**

- 12:10 **Does Airbnb offer hedonic or utilitarian products? A comparative advertising effectiveness investigation**  
» Mr. Jonas Volz, [Dr. Michael Volgger](#)
- 12:30 **Use of Online Information Channels**  
» [Mrs. Zara Zarezadeh](#)
- 12:50 **Estimating efficiency of Australian accommodation industry: A regional level of analysis using output-orientated DEA approach**  
» Mr. Glenn Murray, Dr. Carolyn Tran, Mr. Bryn James, Mrs. Vivian Allen, [Dr. Andrew Ie](#), Dr. Alexander Roper
- 11:30 **Concurrent Session 6 - Gender**  
*WG 809*  
Chaired by: Dr. David Beirman
- 11:30 **Exploring the experiences of female pilots in commercial aviation.**  
» [Ms. Tumie Mosolena](#)
- 11:50 **Women, economic (in)equality and patriarchal embeddedness in Nepali tourism**  
» [Dr. Wendy Hillman](#), Dr. Kylie Radel
- 12:10 **The role of gender, patriarchy and culture in Asian women travel experiences**  
» [Ms. Dana Seow](#)
- 12:30 **Rules of Engagement: Investigating Women's Safety at Conferences**  
» [Dr. Elspeth Frew](#), [Dr. Judith Mair](#)
- 12:50 **Image portrayal of male and female chefs in New Zealand lifestyle magazines**  
» [Ms. Beverly \(Shih-yun\) Chen](#), Prof. Alison McIntosh, Prof. Candice Harris, Dr. Warren Goodsir

- 11:30 **Concurrent Session 6 - Inside the tourist mind**  
*WG701-702*  
Chaired by: Dr. Keri-Anne Wikitera
- 11:30 **Also in your mind? On the relevance of cognitive strategies to negotiate travel constraints**  
» [Dr. Marion Karl](#), Prof. Brent Ritchie, Dr. Lintje Sie
- 11:50 **An investigation into the socially constructed and embodied experiences of senior tourists with disabilities and their significant others in Bali**  
» [Mrs. Yuyu Indrawati](#), Dr. Cheryl Cockburn-Wootten, Prof. Alison McIntosh
- 12:10 **The Role of Risk Perceptions in Destination Choice Processes**  
» [Mrs. Jia Geng](#), Dr. Kevin Moore, Dr. David Fisher
- 12:30 **Changes in perceived risk after terror attacks - Theoretical predictions and empirical findings**  
» [Dr. Katharina Wolff](#), Prof. Svein Larsen
- 12:50 **Blurred lines: LGBT identities in tourism research**  
» [Dr. Faith Ong](#), [Dr. Oscar Vorobjovas-Pinta](#), [Dr. Clifford Lewis](#)
- 11:30 **Concurrent Session 6 - Nature, Gastronomy, Cuisine and Place**  
*WG801-802*  
Chaired by: Dr. Willem J.L. Coetzee
- 11:30 **'From the land': Identifying and communicating Selwyn's food story**  
» [Dr. Tracy Berno](#), Dr. Jo Fountain
- 11:50 **Building sense of place in an emerging wine region: Waipara, North Canterbury, New Zealand**  
» [Dr. Rory Hill](#), Dr. Jo Fountain



Continued from **Thursday, 13 February**

12:10 **The role of local cuisine in the tourism destination: Supply-side food tourism stakeholders' perceptions in Suzhou, China**  
 » [Mr. Denian Cheng](#), Dr. Jo Fountain, Dr. Christopher Rosin, Dr. Sharon Lucock

12:30 **Crossing the thin red line: Examining visitors' intentions to venture off-trail in national parks**  
 » [Dr. Edmund Goh](#)

12:50 **Attitudes towards trail preferences and environmental management strategies in outdoor recreation areas: A comparison between resident and visiting trail users**  
 » [Mrs. Leah Stevenson](#), Dr. Anja Pabel, Prof. Lisa Law, Dr. Colin MacGregor, Prof. Jenni Judd

13:10 **Lunch**  
*Exhibition Hall*

13:10 **CAUTHE Fellows Meeting**  
*WG308*

14:10 **Concurrent Session 7 - Integrating with Work**  
*WG901-902*  
 Chaired by: Ms. Antje Martins

14:10 **Work-Integrated Learning Placement Insights**  
 » [Mrs. Yvonne Wood](#), Ms. Megan Roberts

14:30 **Work Integrated Learning: Is it time to move from Work to Learn to Learn to Work?**  
 » [Dr. Anne Zahra](#), Dr. Patricia Grant, Dr. Gui Lohmann

14:50 **Work-integrated learning can reduce the acculturative stress of international students in hospitality: A conservation of resources and job embeddedness explanation**  
 » [Dr. Hazreel Hasmi](#), Dr. Gerry Treuren

15:10 **The perceived membership benefits of a national hospitality networking organization**  
 » [Mr. John Hornby](#)

14:10 **Concurrent Session 7 - Tourist Destinations and Impacts**  
*WG 126*  
 Chaired by: Dr. Mucha Mkono

14:10 **#LookAtMe : Capturing NSW rural destination marketing manager's perceptions of engaging the millennial market.**  
 » [Dr. Rosemary Black](#), Dr. Clifford Lewis, Ms. Kim Nelson

14:30 **The role of place affect in forming emotional bonds with unvisited destinations**  
 » Ms. Kanruthai Chanchaichujit, [Prof. Kirsten Holmes](#), Prof. Sonia Dickinson, Prof. Haywantee Ramkissoon

14:50 **The Outcomes of Tourism Social Entrepreneurship: Host Community Perspectives**  
 » [Mr. Richard Aquino](#), Prof. Michael Lück, Dr. Heike Schanzel

15:10 **The Role of Protected Area Tourism for Sustainable Community Development in Yala, Sri Lanka**  
 » [Ms. Dinesha Senarathna](#)

14:10 **Concurrent Session 7 - Indigenous Perspectives**  
*WG701-702*  
 Chaired by: Prof. Dorthe Eide

14:10 **Handicrafts-enacted: Non-human agency and tourism realities**  
 » [Mrs. Easnin Ara](#), Prof. Hazel Tucker, Dr. Willem J.L. Coetzee

14:30 **NGOs: bridging or breaking? Tourism micro-businesses and indigenous social sustainability in a developing context**  
 » [Mr. Md Ariful Hoque](#), Prof. Brent Lovelock, Dr. Anna Carr



Continued from **Thursday, 13 February**

- 14:50 **Where are the indigenous tourism scholars? Creating capacity in indigenous tourism research**  
» [Dr. Keri-Anne Wikitera](#)
- 15:10 **Giving agency to local Indigenous cultural knowledge as an Australian tourism product**  
» [Ms. Joann Schmider](#), Prof. Bruce Prideaux, Prof. Bronwyn Fredericks
- 14:10 **Concurrent Session 7 - Challenges in International Tourism Sites**  
*WG 808*  
Chaired by: Ms. Ann Cameron
- 14:10 **An exploration of tourism experiences at a world heritage site in Namibia**  
» Mr. Ebson Ngondo, [Dr. Uwe Hermann](#), Dr. Liezel Boshoff
- 14:30 **Cruise Tourism in Vanuatu: Impacts and Issues.**  
» [Mr. Greg Watt](#), Dr. Hamish Bremner
- 14:50 **Community-Based Tourism In Villages Surrounding Borobudur Temple In Central Java And An Inclusive And A Sustainable Path To 2030 Agenda**  
» [Mrs. Dwi Sulihati Sri Sugiharti](#), Dr. Taha Chaiechi, Dr. Josephine Pryce
- 14:10 **Concurrent Session 7 - Teaching and Learning**  
*WG801-802*  
Chaired by: Dr. Martin Robertson
- 14:10 **Collective Practices in Problem-Based Learning**  
» [Prof. Karen Smith](#), [Dr. Ina Reichenberger](#), Dr. Mondher Sahli, Dr. Christian Schott, Dr. Ian Yeoman
- 14:30 **Academic Integrity: an exemplar for authentic assessment**  
» [Dr. Kim Williams](#)

- 14:50 **Awareness of accessibility in tourism undergraduate and postgraduate education**  
» [Dr. Faith Ong](#), Prof. Nigel Morgan, Prof. ShiNa Li, [Dr. Judith Mair](#), Dr. Shane Pegg, Dr. Marion Karl, Dr. Danni Zheng, Ms. Yoo Ri Kim
- 14:10 **Concurrent Session 4 - Special Session for Colleagues absent due to Corona Virus**  
*WG 703*
- 14:10 **Identifying Chinese Tourists' Travel Patterns in Australia from Weibo Posts**  
» [Ms. Jinyan Chen](#), Prof. Susanne Becken, Prof. Bela Stantic
- 14:30 **Resident destination identity and tourist perceived image of Macao by demographic, geographic, and behavioural segments**  
» [Ms. Rachel Luna Peralta](#), Dr. Suh-hee Choi
- 14:50 **How Do Shopping Situations Influence Chinese Outbound Tourists' Shopping Behaviour?**  
» Dr. li zeng, [Dr. yingsha zhang](#), Ms. Liluo Gan
- 15:10 **Faith and travel: The social dimensions of family tourism among Filipino Muslim families in the Philippines**  
» [Dr. Robert Charles Capistrano](#), Ms. Jasminah Malabi, Ms. Charisse Jane Chavez, Ms. Safa Manala-o
- 14:10 **Concurrent Session 7 - Special Session for Colleagues absent due to Corona Virus 2**  
*WG 803*
- 14:10 **Festivals' cannabis use policies: Finding their way through the weeds**  
» [Ms. Kiri Shafto](#), Dr. Christine Van Winkle
- 14:30 **Creating real inclusion: A call to arms to the tourism industry in support of people with disability**  
» [Mrs. Giovanna Lever](#), Ms. Jacqueline Hicks



Continued from **Thursday, 13 February**

- 14:50 **To go or not to go: exploring socio-cultural aversions in tourism**  
» [Ms. Afiya Holder](#)
- 15:30 **Afternoon Tea**  
*Exhibition Hall*
- 16:00 **The Great Debate – New Zealand is regularly left off world maps – is there any point in it even being there?!**  
*WG403*
- 17:00 **Conference Close**  
*WG403*
- 19:00 **Conference Dinner**  
*St Matthew-in-the-City*

**Friday, 14 February**

- 07:00 **Post-Conference Tours - Auckland, Hobbiton & Waitomo/Rotorua**
- 09:00 **Share Center Researcher/Educator Workshop**  
*WG801-802*