Key-note speech

From memorable to meaningful: Tour guiding as a tool for sustainable tourism.
Dr. Betty Weiler | Research Professor | School of Tourism and Hospitality Management | Southern Cross University | Australia

1 - What is a guided tour?

The volatile virtues of the guided tour – live performance and the journey to counter-tourism.
Phil Smith | Associate Professor | School of Humanities and Performing Arts | University of Plymouth | Plymouth | United Kingdom

2 - Tour guides, destination image & destination discourse.

The contribution of tour guides to destination understanding and image. The case of Haiti via an analysis of: ‘Bonjour blanc, a journey through Haiti’.
Dr. Hugues Séraphin | Faculty of Business, Law and Sport | University of Winchester | Winchester | United Kingdom

3 - Experiences of place & space in guided tours.

Still Walking Festival: Objectives and observations.
Ben Waddington | Festival Director | Still Walking Festival | Birmingham | United Kingdom

Halifax: From Agit Prop to Tasting Tours.
Professor Barbara Lounder | NSCAD University (Nova Scotia College of Art and Design) | Halifax | Nova Scotia | Canada

4 - Guided tours & technologies

Outside-In: Guided tours with C&T’s (im)mobile Map App.
Kris Darby | PhD Researcher | Department of Drama | University of Exeter | Exeter | United Kingdom

Old Voices, new platforms: Community as mobile guide.
David Smith | Senior Technical Instructor | Department of Creative Studies | University of the West of England | Bristol | United Kingdom

Tour guiding products for small communities - an overall perspective for Maramures Land (Romania).
Dr. Gabriela Ilies | Associate Professor | Faculty of Geography | Babes-Bolyai University Cluj-Napoca | Extension of Sighetu Marmatiei | Romania

5 - Managing & measuring the guided tour.

Talk about the passion: The relevance of positive emotion measurement to tour guiding.
Dr. Ondrej Mitas | Manager Research | Academy for Tourism | NHTV Breda University of Applied Sciences | Breda | The Netherlands
Tour guides as a source of tourism performance data.
Dr. Areej Aloudat | Department of Tourism and Travel | Faculty of Tourism and Hotel Management | Yarmouk University | Irbid | Jordan

The impact of experience management perspective and tour guiding methods on tourist experience.
Anita Zátori | PhD candidate & Lecturer | Corvinus University of Budapest | Budapest | Hungary

Guided tours for different communities.

Guided Tours in the context of religious tourism: The case of "Dobročinstvo" travel agency of the Serbian Orthodox Church.
Professor Branislav Rabotić | College of Tourism | Belgrade | Serbia

Arttours Stuttgart, reimagining the city tour and activating the tourism experience.
Kaspar Wimberly | Stuttgart Arttours | Stuttgart | Germany

The past and guided tours: facts, fiction and interpretation.

Tour guides, facts and fiction in heritage interpretation: the case of Sintra National Palace. (Co-authors Carla Braga & Margarida Soares)
Dr. Miguel Brito | Estoril Higher Institute for Hotel and Tourism Studies | Estoril | Portugal

We feel YU: (Re)construction of Yugoslav Period through Socialism Experience Tour. (Co-author Urška Gaberšek)
Marko Gams | Masters Student | School Center Velenje | Velenje | Slovenia

Memory tourism and tour guides in China
Dineke Koerts | PhD candidate University of Amsterdam | Lecturer | Academy for Tourism | NHTV Breda University of Applied Sciences | Breda

The “quality” tour guide.

Risk Perception Management Training for the Adventure Activity Tour Guide
Ann O’Connor | Masters Research Student | Institute of Technology Tralee | County Kerry | Ireland

In pursuit of quality tour guiding: A review of tour guide quality assurance and regulatory mechanisms.
Dr. Rosemary Black | School of Environmental Sciences | Charles Stuart University | Albury | New South Wales | Australia

The “educated” tour guide.

The role of tourist guides in a fast changing environment.
Wilja Siebe | Vice President & Head of the WFTGA Training Division | World Federation of Tourist Guide Organisations | Vienna | Austria