

Iata Travel And Tourism Past Exam Papers

This book investigates the complex relationship between transport provision and tourism. While focusing on the various modes and types of transport available, it also discusses the form and extent of transport networks that tie destinations together and the regulatory environments that dictate transport flows on an international scale. The environmental implications for transport, including climate change and emissions, also features.

Tourism as a global industry is essentially a post Second-World War phenomenon. Though a number of research papers and articles have been written on different aspects of tourism, there has been a need for an authentic, comprehensive reference book on tourism. Tourism is an ever-expanding service oriented industry with high growth potential for national as well as for international community. Today, tourism has become a global as well as national level exhibition and description of places, prosperity, higher standards of living and the fast-growing concept of paid holidays. The process of tourism incorporates man, space and time as its principal components. As such, it has far reaching significance and implications of a socio-economic nature alongside the environment ones. The tourism has emerged as a most instrumental phenomenon in the economic and social development of any society. The main objective of the present book of Tourism is to organize and put together the different aspects of this complex matrix of the multiple interrelated dimensions of the tourism.

This fully revised and updated second edition provides over 7,000 definitions of travel and tourism terminology used throughout the world, highlighting the many differences

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between US and European usage. It covers all aspects of the tourism industry, including hospitality, transport, and ancillary services. It explains the operating language of the travel industry, acronyms and abbreviations of organizations, associations and trade bodies, IT terms and brand names, and provides website addresses. Entries vary from one-line definitions to 500 word articles, and references are provided for further reading. This new edition contains over 500 new entries and the unique cross referencing system has been extended; for example accessing any entry about business travel leads to over 70 others. It is an essential reference tool for anyone involved in tourism research, and everyone in the travel industry.

BPP Learning Media is proud to be the official publisher for CTH. Our CTH Study Guides provide the perfect tailor-made learning resource for the CTH examinations and are also a useful source of reference and information for those planning a career in the hospitality and tourism industries.

The terms travel and tourism are often used interchangeably in tourism literature. This comprehensive textbook provides students with essential knowledge of the intricate relationship existing between travel, transport and tourism. The book analyses the structure, functions, activities, strategies and practices of each of the sectors in the travel industry, such as airlines, airports, tour operators, travel agencies and cruises. It is structured into six parts, covering all modes of transport (air, land and water), travel intermediation, the tour operation business and impacts and prospects for the future.

International case studies are integrated throughout to showcase practical realities and challenges in the travel industry and to aid students' learning and understanding.

Written in an accessible and engaging style, this is an invaluable resource for students of tourism, hospitality, transport and travel management courses.

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Endorsed by University of Cambridge International Examinations. Cambridge IGCSE Travel and Tourism has been written specifically for the Cambridge IGCSE Travel and Tourism syllabus. Sections have been split into units, each dealing with a particular topic, and are cross-referenced to other units wherever appropriate. This new title contains a wide variety of activities and questions to check and facilitate students' understanding, as well as case studies and illustrative examples encouraging subject-based knowledge and a truly international approach.

This text provides an analysis of how technology is being applied within the travel and tourism industry. It covers systems used in Europe, the Far East and other English-speaking countries (except the US) and discusses the impact of the Internet and TV broadcast networks.

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

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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.

This book provides a comprehensive introduction to travel marketing, tourism economics and the airline product. At the same time, it provides an overview on the political, socio-economic, environmental and

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technological impacts of tourism and its related sectors. This publication covers both theory and practice in an engaging style, that will spark the readers' curiosity. Yet, it presents tourism and airline issues in a concise, yet accessible manner. This will allow prospective tourism practitioners to critically analyze future situations, and to make appropriate decisions in their workplace environments. Moreover, the book prepares undergraduate students and aspiring managers alike with a thorough exposure to the latest industry developments. "Dr. Camilleri provides tourism students and practitioners with a clear and comprehensive picture of the main institutions, operations and activities of the travel industry." Philip Kotler, S.C. Johnson & Son Distinguished Professor of International Marketing, Kellogg School of Management, Northwestern University, Evanston/Chicago, IL, USA "This book is the first of its kind to provide an insightful and well-structured application of travel and tourism marketing and economics to the airline industry. Student readers will find this systematic approach invaluable when placing aviation within the wider tourism context, drawing upon the disciplines of economics and marketing." Brian King, Professor of Tourism and Associate Dean, School of Hotel and Tourism Management, The Hong Kong Polytechnic University, Hong Kong "The remarkable growth in

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international tourism over the last century has been directly influenced by technological, and operational innovations in the airline sector which continue to define the nature, scale and direction of tourist flows and consequential tourism development. Key factors in this relationship between tourism and the airline sector are marketing and economics, both of which are fundamental to the success of tourism in general and airlines in particular, not least given the increasing significance of low-cost airline operations. Hence, uniquely drawing together these three themes, this book provides a valuable introduction to the marketing and economics of tourism with a specific focus on airline operations, and should be considered essential reading for future managers in the tourism sector.” Richard Sharpley, Professor of Tourism, School of Management, University of Central Lancashire, UK “The book's unique positioning in terms of the importance of and the relationships between tourism marketing, tourism economics and airline product will create a distinct niche for the book in the travel literature.” C. Michael Hall, Professor of Tourism, Department of Management, Marketing and Entrepreneurship, University of Canterbury, Christchurch, New Zealand “A very unique textbook that offers integrated lessons on marketing, economics, and airline services. College students of travel and tourism in many parts of the world will benefit from the author's

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thoughtful writing style of simplicity and clarity.”

Liping A. Cai, Professor and Director, Purdue Tourism & Hospitality Research Center, Purdue University, West Lafayette, IN, USA “An interesting volume that provides a good coverage of airline transportation matters not always well considered in tourism books. Traditional strategic and operational issues, as well as the most recent developments and emerging trends are dealt with in a concise yet clear and rational way. Summaries, questions and topics for discussion in each chapter make it a useful basis for both taught courses or self-education.”

Rodolfo Baggio, Professor of Tourism and Social Dynamics, Bocconi University, Milan, Italy “This is a very useful introductory book that summarises a wealth of knowledge in an accessible format. It explains the relation between marketing and economics, and applies it to the business of airline management as well as the tourism industry overall.”

Xavier Font, Professor of Sustainability Marketing, School of Hospitality and Tourism Management, University of Surrey, UK and Visiting Professor, Hospitality Academy, NHTV Breda, Netherlands “This book addresses the key principles of tourism marketing, economics and the airline industry. It covers a wide range of theory at the same time as offering real-life case studies, and offers readers a comprehensive understanding of how these important industries work, and the underpinning challenges that will

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shape their future. It is suitable for undergraduate students as well as travel professionals, and I would highly recommend it.” Clare Weeden, Principal Lecturer in Tourism and Marketing at the School of Sport and Service Management, University of Brighton, UK “In the current environment a grasp of the basics of marketing to diverse consumers is very important. Customers are possessed of sophisticated knowledge driven by innovations in business as well from highly developed technological advances. This text will inform and update students and those planning a career in travel and tourism. Mark Camilleri has produced an accessible book, which identifies ways to accumulate and use new knowledge to be at the vanguard of marketing, which is both essential and timely.” Peter Wiltshier, Senior Lecturer & Programme Leader for Travel & Tourism, College of Business, Law and Social Sciences, University of Derby, UK “This contemporary text provides an authoritative read on the dynamics, interactions and complexities of the modern travel and tourism industries with a necessary, and much welcomed, mixture of theory and practice suitable for undergraduate, graduate and professional markets.” Alan Fyall, Orange County Endowed Professor of Tourism Marketing, University of Central Florida, FL, USA

Nowadays senior government officials visit other countries to promote tourism in their country.

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Because of the fact that the western capitalist world has huge amounts of capital at their disposal, they are able to invest more money in the tourism industry for tourism development and as such they get huge dividends from tourism. This work is an attempt in the collection of firsthand information from various areas of tourism industry, draw from wide range of sources. A travel agency is a private retailer or public service that provides travel and tourism related services to the public on behalf of suppliers such as activities, airlines, car rentals, cruise lines, hotels, railways, travel insurance, and package tours. In addition to dealing with ordinary tourists most travel agencies have a separate department devoted to making travel arrangements for business travelers and some travel agencies specialize in commercial and business travel only. There are also travel agencies that serve as general sales agents for foreign travel companies, allowing them to have offices in countries other than where their headquarters are located. Travel and tourism industry has now become the largest civilian industry in the world, according to statistics one out of every ten person worldwide is part of the Travel and tourism industry. Travel and tourism is one of the largest and fastest growing global service industries. The travel and tourism industry, along with the related sectors contributing to it, is expected to grow in leaps and bounds in the coming years. The book

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is a unique research account on tourism strategies and marketing. It is an excellent asset for the students, scholars and expert of tourism marketing. Now in its third edition, this successful must-have manual is thoroughly updated with new chapters and material, covering issues including: * Technology development - the different types of travel agency systems available, what they do, how they do it and how to use them * The Internet - how it is used to book travel, forecasts for its future use and how travel agenets stand in relation to it * Global distribution systems - how to make bookings, and the new windows-based environment * A full endorsement by Travel Weekly The manual demonstrates correct methods for processing travel reservations, identifying business client needs and suitable documentation. It also shows key facts for the profitable planning, organization and operation of the retail travel agency. Each chapter contains exercises pertinent to the topics covered. Students on any of the large number of courses in travel and tourism (ICM, City & Guilds, ABTA, IATA, UFTAA, BTEC, SCOTVEC, University of Oxford Certificate, Diploma of Vocational Education) will find this book invaluable.

As one of the world's largest industries, tourism carries with it significant social, environmental, economic and political impacts. Although tourism can provide significant economic benefits for some

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destinations, the image of tourism as a benign and environmentally friendly industry has often been challenged. There is a clear and growing body of evidence that suggests that the effects of tourism development are far more complex than policy-makers usually suggest and that the impacts of tourism occur not just at the destination but at all stages of a tourist's trip. Furthermore, tourism does not exist in a vacuum. Broader social and environmental changes also shape the form, growth and experience of tourism development. This text provides a clear, accessible and up-to-date synthesis of tourism's role in our contemporary world, both as an agent of change, and as a response to it. Tourism-related change is approached from a framework that illustrates the changing environments in which they occur, including the spatial scale of such impacts and the effects of these impacts over time. This framework is then applied to the economic, socio-cultural and physical dimensions of tourism. After examining the different forms of tourism-related impacts, the book then discusses the role of planning as part of an integrated approach to the mitigation of undesirable impacts and the maximization of the desirable benefits of tourism development. Case studies and illustrations from a variety of locations from around the world are used throughout the book to exemplify key themes and issues; additionally figures and

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tables serve to elucidate statistical data.

Understanding and Managing Tourism Impacts illustrates that when well managed tourism can make a positive contribution to destinations. The books use of issues of scale, time and form to illustrate the effects of tourism provide an accessible and significant reminder that tourism's impacts vary over time and space, affects both the visitor and the host community, and can be unpredictable in its consequences. Chapter objectives, recommended readings, and links to web-based material help students, practitioners and researchers to grasp the broader implications of tourism development in today's world. With tourism increasingly being implicated as a factor in climate and environmental change, and with the benefits and costs of tourism as a form of economic development being examined more closely than ever, this book provides a timely contribution to help clarify the potentials and pitfalls of contemporary tourism.

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

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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.

Travel and tourism is one of the world's most important and fastest growing economic sectors, generating jobs and substantial wealth for economies around the globe. The present book *The Business of Tourism Concepts and Strategies* explains the complex tourism phenomenon in its various manifestations. Various academic disciplines are involved in the study of tourism because of the complex nature of the subject. Some basic disciplines such as economics, psychology, sociology and geography contribute a great deal to the understanding of the subject. Newer disciplines like marketing and management, special interest tourism, travel legislation and business travel have been introduced in this volume. The book gives the reader a global perspective of the travel and tourism industry. The approach has been to provide a simple and comprehensive outline of as many concepts as possible. The book contains some additional features which will be of great help to the reader.

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These features include case studies having references to the subject matter discussed in various chapters. The cases are taken from the industry and provide interesting material for interactive discussion. Contents " Acknowledgements " Preface " Travel Trade Abbreviations " Tourism-A Historical Perspective " Consumer Behaviour and Tourism Demand " Dimensions of Tourism " Measuring The Demand For Tourism " The Structure of Tourism Industry " The Tourism Industry And Public Sector Organisation` " Special Interest Tourism " International Cooperation In Tourism " Travel And Accommodation " Travel And Transport " Retail Travel Trade " Travel Legislation " Business Tourism " Marketing and Promotion for Tourism " Tourism Planning And Environment " Glossary Travel and Tourism " Ticketing And Airlines Terms " Hotel Industry Terms " Travel Trade Publications " International Tourism Periodicals " Travel Industry Journals And Periodicals " Travel Research Journals " Education and Training in Travel and Tourism Institutes " International Organisations " Travel Related Publications of International Organisations " Bibliography " Index " CASE STUDIES Provides over 6,500 definitions of travel and tourism terminology, including the operating language of the travel industry, acronyms of organizations, associations, and trade bodies, IT terms, and brand names. Completely up to date, this dictionary covers the implications of web technology and social media on the travel and tourism industry, as well as new products and services, such as e-tickets, home-based travel agents, awareness amongst consumers and within the industry of terror-threatened travel, recent changes in legislation, and environmental concerns. Useful appendices include the World Tourism Organization Global Code of Ethics for Tourism, the recommended tourism syllabus content for Higher Education courses worldwide, and a list of the EC Neutral Computerized Reservation System Rules.

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Providing a wealth of information on one of the fastest-growing global industries of the 21st century, this dictionary is the ideal point of reference for students taking travel, tourism, and hos

This undergraduate text introduces the tourism industry, with sections on planning, developing, and controlling tourism destinations, tourism marketing and promotion, factors influencing the tourism market, and the characteristics of travel. Learning features include objectives, chapter overviews, and summaries, plus a glossary. Mill teaches in the

A collection of essays by legal professionals on various topics relating to aviation and travel law in Hong Kong, including pricing of air travel, airlines legal relations with travel agents, airport security, aerial crime and hijacking, and aircraft accident investigation.

This book presents the latest findings of researchers from around the globe who presented their work at the 9th International Conference on Strategic Innovative Marketing and Tourism in the Covid-19 era. It provides up-to-date information and discusses current trends, issues, and debates, as well as theoretical and practical research, on strategic innovative marketing and tourism and applications from social media. Topics covered include social media in marketing and tourism hospitality, and strategic tools and techniques developed and implemented by some of the world's leading research labs. In addition, the book brings together work from academia and industry.

This book "Airline Airport and Tourism Management " is a complete guide and covers all aspects from travel documents to tourism industry. It is designed to assist students enrolled in a formal course of instruction, as well as the individual who is studying on his or her own. Aviation is one of the world fastest growing sectors; its revenue generation, passenger

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load, economic benefits, growth forecast, aviation management, IATA, security checks and tourism are the major highlights in this book. New and updated material throughout the text, presenting both national and global perspective along with case studies and practical safety measures will undoubtedly ensure readers acquire knowledge on the effective methods and the basic principles involved in implementing a security system currently in use at airports worldwide. "Introduction to Travel and Airline Industry," helps prepare practitioners to enter the industry and helps seasoned professionals prepare for new threats and prevent new tragedies. This student-friendly book also covers discussion questions at the end of each chapter and abbreviations list to facilitate quick and easy learning. Sustainable development is a highly topical issue and is of critical importance to tourism as the environment is of utmost importance for the continued development and prosperity of the industry. There have been numerous texts written on sustainable tourism and the measures to mitigate and manage this but none which acknowledges Information and Communication Technologies (ICT) as a mechanism of doing so despite being an emerging area of research. ICT in this context refers to innovative tools which form an integrated system of software and networked equipment that facilitates data processing information sharing communication and the ability to search and select from an existing range of products and services for an organisation's benefits. Despite the symbiotic relationship, which exists between ICT and sustainable tourism, there has been little research, which has considered how the use of such technology can be used to make sustainable tourism development a more workable reality. This opportune book is the first to provide a focus on the interrelationship of these two important topics demonstrating their synergies and providing insight into a new

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and innovative approach to managing sustainable tourism development. It considers the use of technology to reduce the negative impacts of tourism from both the demand and supply side perspectives. A critical review of a range of cutting edge technologies used by tourists and businesses to assess their usefulness in managing sustainable tourism development from the macro to the micro level is also discussed. It further integrates examples and practical applications to show how ICT can be an invaluable mechanism in the management of sustainable tourism development. This cutting-edge volume provides a wealth of information on an important yet neglected subject. This book will be invaluable reading for students, researchers, academics and members of the tourism industry looking for new and innovate ways of fostering a more sustainable tourism industry.

This book profiles preliminary findings on the impact of COVID-19 on the travel, tourism and hospitality sector. Starting with a narrative relating COVID-19 to the global development agendas, the book proceeds with a focus on global tourism value chains and linkages between COVID-19 and the Sustainable Development Goals (SDGs). Other perspectives addressed in separate chapters include impacts of COVID-19 on various industries within the global tourism value chain including aviation, airports, cruise ships, car rentals as well as ride and share car services, hotels, restaurants, sporting, pilgrimage and religious tourism, gaming and entertainment, and the stock market. The book also includes chapters on corporate, philanthropic and public donations, as well as tourism economic stimulus packages. It then concludes with a chapter focusing on building back a better tourism sector post-COVID-19 that strongly draws from the Sendai Framework on Disaster Risk Reduction (2015-2030) and the disaster cycle. To this end, this book is suitable as a read for several professionals in disciplines such

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as tourism and hospitality studies, economics, sustainable development, development studies, environmental sciences, geography, politics, planning and public health.

This new edition combines within two covers: * A dictionary of 2500 terms * Descriptions of 300 organizations * A biographical dictionary of 100 personalities * Explanations of 1200 acronyms and abbreviations * Key data for well over 200 countries * A concise bibliography listing more than 100 useful sources of further information The author's long and wide experience of these fields makes this an indispensable companion for students and teachers, and those employed in relevant businesses and organizations, as well as for the travellers, tourists and guests who are the *raison d'être* of it all.

Travel and Tourism are wide and multifaceted systems whose complexity is reflected in the terminology employed to describe them or to operate them. Their communication language appears at times secretive; but there is no secrecy, in fact. Travel activities are bound to a vehicle distinguished by its velocity. Operating such activities demands, therefore, a communication system able to match such rapidity. It is required that all performers are fluent in travel terminology, including students, airlines staff, travel agents, and other service providers. The Dictionary for Travel and Tourism Activities has been designed to solve the need to learn, understand and succeed with the most common terms and expressions used by these so-called Industries. It is an educational tool for students and professionals, but is also an understanding means for travelers.

India, bounded by the majestic Himalayan ranges in the North and edged by an endless stretch of golden beaches, is the land of hoary tradition and cultural diverse. Vivid kaleidoscope of landscapes, glorious historical sites and royal cities, misty mountain hideaways, colourful people, rich civilizations and

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festivities craft India Incredible. Recent years have witnessed the educational scene, especially the higher education sector in the State undergoing a sea change in respect of quality, diversity and accessibility in tune with the global trends. Kerala's surge in the educational front is to be viewed in the backdrop of the country's great legacy in education. India has been a major seat of learning for thousands of years. The country was home to Takshashila, the first university in the world and Aryabhama, the inventor of the digit Zero. In fact, education in Kerala has now become more value added and affordable, thanks to the pro-active initiatives of the State Government and active involvement of the private sector. Moreover, in the higher education market, Kerala has a significant edge in respect of cost which means that there would be growing influx of candidates into the state from outside the state for better and affordable professional education in the days to come. With the most sought after professionals and excellent network of institutes Kerala is becoming the very preferred educational destination in the world. And, we are equipped for you with some elucidations which step-up her significance in the educational map. In Campus Plus, we propose some valuable information along with a number of educational institutes in the State which will be useful for the students and parents in the higher education scenario.

Natural World Heritage sites, such as the Serengeti, or Natural and Cultural Heritage sites, such as the Historic Centre of Rome, have the common feature of being a treasured resource of global importance. The 1121 properties on the World Heritage (WH) list have permanent recognized value for humankind. Most of those >1000 locations are at some risk from changes in climate. Globally, scholars and managers seek to understand current and future climatic stresses, mitigation and adaptation opportunities. There is a

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strong need for the “So What?” in World Heritage studies. The invited papers in this volume address natural, cultural and mixed WH sites, and each offers a fresh perspective on assessing the degree of risk from changing climate and guidance on acting to mitigate and adapt to climate changes to provide new awareness and tools to improve their state of conservation for the future.

This book tries to examine the complex global phenomenon of international tourism, exploring its various concepts in their different manifestations. The book offers comprehensive information on various concepts, methods and frameworks giving a systematic overview of the subject on a global basis. Key elements of the book include: nature and components of the tourism industry; destination planning and management; marketing strategies and communication; economic dimensions and international co-operation.

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