

ITC23 - CONGRESS PROGRAM

23rd November (Thursday) – 9:00 to 18:30

9:00 - OPENING SESSION – Auditorium ESACT Telma Gonçalves, Coordinating Director of Tourism Promotion, Turismo de Portugal Orlando Rodrigues, President of the Polytechnic Institute of Bragança Júlia Rodrigues, Mayor of Mirandela Sónia Nogueira, Director of the School of Public Management, Communication and Tourism Paulo Almeida, Director of CITUR – Centre for Research Development and Innovation in Tourism Catarina Martins, Chair of the International Tourism Congress2023
10:00 - PLENARY SESSION (ONSITE) – Auditorium ESACT Rob Davidson, MICE Knowledge
11:00 – COFFEE-BREAK
11:30 – PARALLEL SESSION 1 – Destination Management & Marketing and Sustainability – ONLINE (ROOM FUNDAÇÃO REI AFONSO HENRIQUES - Sala de Atos) LINK: https://videoconf-colibri.zoom.us/j/96167115006 Chair: Joana Fernandes
11:30 - ITC-D-23-00166 - Alternative tourism scale: a tool for social tourism development Adriana Fumi Chim-Miki; Rui Augusto da Costa; Diana Isabel Pinto Moraes
11:45 - ITC-D-23-00040 - Leveraging Place Branding in Smart Tourism Destinations: An Exploratory Analysis Ana Machado; Ana Paula Diogo
12:00 - ITC-D-23-00125 - Interpretations of stakeholder's' perspectives of regional development through industrial tourism routes Tânia Guerra; Pilar Moreno; Sérgio Araújo de Almeida
12:15 - ITC-D-23-00163 - Sustainability for local development in tourism: the experience of a route Fernanda Lima; Erlaine Binotto; Dores Cristina Grechi; Ana Padilha; João Paulo Jorge
12:30 - ITC-D-23-00136 - Slow travel and slow living: what opportunities brings for Alentejo? – an exploratory perspective. Marta Isabel Amaral
12:45 - ITC-D-23-00138 - In search of digital nomad tourism in Alentejo: preliminary insights Ana Isabel Rodrigues; Marta Amaral; Sara Albino
13:00 - ITC-D-23-00165 - Development potential of alternative tourism in Cariri micro-region, Paraíba. A multi criteria assessment Ariana Almeida Gonzaga; Adriana Fumi Chim-Miki; Rui Augusto da Costa
13:15 - ITC-D-23-00053 - The impact of hotel activity on its companies' capital expenditure Jorge Alves; Nuno Moutinho; Thiago Fortes

11:30 – PARALLEL SESSION M1 – DESTINATION MANAGEMENT (ONSITE – ROOM NEWHOTEL B1.02)	
Chair: Aida Carvalho	
11:30 - ITC-D-23-00017 - Community Mapping as a Tool For Technological Mediation: Collaborative Design In Tourism Communities	Monica Silva Silva; Rui Raposo
11:45 - ITC-D-23-19 - Residents' Perceptions About Tourism Development: A Comparative Analysis of Selected Locations in The North Of Portugal	Goretti Silva; Mariana Oliveira
12:00 - ITC-D-23-00039 - Capacity Development in Tourism Destinations: A Review of Stakeholders' Collaboration Strategies	Rogelio Jr Policarpio Flores; Carlos Costa
12:15 - ITC-D-23-00151 - Conception of sustainable restaurants in luxury hotels: case study	Flora Seixeira; Eusébio Lima; Helena Lages
11:30 - PARALLEL SESSION M2 – NATURE/ADVENTURE TOURISM, HEALTH TOURISM AND TOURISM AND GENDER (ONSITE – ROOM FUNDAÇÃO CAIXA CA - B1.06)	
Chair: Paula Odete	
11:30 – ITC-D-23-00014 - Identifying Perceived Safety of Hiking on Mountain Trails: A Study on Ponta De São Lourenço	Fernando Martins; Karolina Baras; Eduardo Marques
11:45 - ITC-D-23-00110 - Health and well-being tourism: analysis of motivational factors through spa experiences	Jéssica Ferreira; Inês Fonseca; Cátia Fonseca; Cláudia Carvalho; Joaquim Antunes; João Pedro Costa
12:15 - ITC-D-23-00107 - Perception of the image of thermal spas in Portugal	Francisca Teixeira; Ana Fassarella; Alda Sousa; João Pedro Costa; Joaquim Antunes
12:30 - ITC-D-23-00025 - Nature-Based Tourism in The North-East of Portugal: an Analysis from the Perspective of Demand	Ribeiro Martins; Salete Esteves; Tihana Cegur Radović
12:45 - ITC-D-23-00173 - Gender Perceptions in Hiring Event Managers	Susana Gonçalves; Jorge Umbelino
13:30 – LUNCH	

14:30 - PLENARY SESSION (ONLINE) – Auditorium ESACT	
Eduardo Parra-Lopes, Universidad de la Laguna	
LINK: https://videoconf-colibri.zoom.us/j/91881459848	
15:30 - RESEARCH SYMPOSIUM (ONLINE/ONSITE - Auditorium ESACT)	
LINK: https://videoconf-colibri.zoom.us/j/91881459848	
Chair: Professor Levent Altinay	
15:30 – ITC-D-23-00143 - <i>Xr_tourism project virtual cultural tourism: immersive technologies</i>	
Victoria Apajalahti; Célia Rafael; Maria Sofia Lopes; Ana Pires	
15:45 - ITC-D-23-00016 - <i>Residents’ perceptions towards tourism activity: the case of Bragança, Portugal</i>	
Elaine Scalabrini; Cláudia Rodrigues; Andréa Dinis; Paula Odete Fernandes	
16:00 - ITC-D-23-00007- <i>The Profile of Corporate Events Clients from The Organizers’ Perspective, Regarding Sustainability, Diversity and Inclusion Trends</i>	
Cláudia Mendeiros; Rita Peres	
15:30 – PARALLEL SESSION 2 – Destination Management and Marketing and Sustainability (ONLINE - ROOM FUNDAÇÃO REI AFONSO HENRIQUES - Sala de Atos)	
LINK: https://videoconf-colibri.zoom.us/j/96167115006	
Chair: Ricardo Correia	
15:30 - ITC-D-23-00121 - <i>Tourists' perceptions on the reuse of built cultural heritage: tourist attraction versus hotel</i>	
Rosa Rodrigues; João Caldeira Heitor; Helena Pimentel	
15:45 - ITC-D-23-00162 - <i>The perspectives of smart destinations in the rural space</i>	
Afonso Antigueira; Erlaine Binotto; Fernanda Lima; Ana Padilha; João Paulo Jorge	
16:00 - ITC-D-23-00022 - <i>The Impact of The Madeira Airport Expansion on Tourism and Sustainable Development In The City of Machico</i>	
Sérgio António Neves Lousada; Raul Alves; Mário Fernandes	
16:30 - COFFEE-BREAK	
17:00 – PARALLEL SESSION 2 – Destination Management and Marketing and Sustainability (ONLINE/ONSITE - Auditorium ESACT)	
LINK: https://videoconf-colibri.zoom.us/j/91881459848	
Chair: Catarina Martins	
17:00 - ITC-D-23-00124 - <i>The image of Portugal as a destination for equestrian tourism</i>	
Beatriz Barros; Cristina Barroco; Joaquim Antunes	
17:15 - ITC-D-23-00006 - <i>Internet of Things and Artificial Intelligence in Tourism And Hospitality: A Bibliometric Analysis</i>	
Aylin Poroy Arsoy; Nuran Bayram-Arli; Cagatan Taskin	
17:30 - ITC-D-23-00137 - <i>Virtual cultural tourism and immersive technologies: a review</i>	
Victoria Apajalahti; Célia Rafael; Maria Sofia Lopes; Ana Pires	
17:45 - ITC-D-23-00102 - <i>Contribution of tourism to economic growth and development: an analysis at the regional level in Portugal</i>	
Pablo Juan Cárdenas-García; Alejandro Alcalá-Ordoñez	
18:00 - ITC-D-23-00013 - <i>The urgency of affirming the tourism 4.0 concept, in practice and research</i>	
José Dias Lopes; Sandra da Cruz Garcia	
15:30 - PARALLEL SESSION N1 – HOSPITALITY INDUSTRY- (ONSITE – ROOM eGDS - B1.01)	
Chair: Susana Lima	

15:30 - ITC-D-23-00046 - Aiming Towards Green Capability in The Hospitality Sector Using Nudge Strategies Lara Santos; Marco Martins; Ricardo Guerra; Luisa Lopes
16:00 - ITC-D-23-00057 - How Have Hotels Performed in The Covid-19 Pandemic? Laurentina Vareiro; Maria Durães; Alexandrino Ribeiro
16:15 - ITC-D-23-00101 - O modelo SERVPERF como ferramenta de avaliação da qualidade nas unidades hoteleiras Adriano Costa; Gonçalo Fernandes; Joaquim Antunes
16:30 - COFFEE-BREAK
16:30 - ITC-D-23-00118 - Spatial heterogeneity of tourist accommodation in Portugal: open-source poi data, quick and cost-effective analysis Miroslaw Betej
16:45 - ITC-D-23-00171 - The determinants of length of stay changed in the post-COVID era: data from Madeira António Almeida; Mara Franco
17:00 - ITC-D-23-00142 - Risks perception and safety issues in outdoor tourism: the case of Peneda Gerês National Park Elizabeth Couto; Goretti Silva
15:30 - PARALLEL SESSION N2 –EVENTS AND LEISURE - (ONSITE – ROOM NEWHOTEL - B1.02) Chairs: Elisabete Mendes Silva; Maria Patrocínia Sobrinho Correia
15:30 - ITC-D-23-00152 - Tourism and hospitality in higher education in Portugal: insights into the educational offer and industry graduates Isabel Loureiro; Vânia Costa; Andreia Moura; Susana Silva; Goretti Silva; Raquel Pereira; Maria Mira; Sara Campinho
15:45 - ITC-D-23-00018 - Medieval Fair of Torre De Moncorvo – Visitor’s Perspective Raquel Moreira; Salette Esteves; Elsa Esteves
16:00 - ITC-D-23-00028 - Portuguese Tourism Sector: Evidence of Business Dynamics in Portugal Sara Campinho; Vânia Costa; Raquel Pereira; Andreia Moura; Maria Mira; Goretti Silva; Susana Silva; Isabel Loureiro
16:15 - ITC-D-23-00037 - Co-Creation of Tourist Experiences in Archaeological Landscapes - The Prehistory and Traditional Knowledge Festival of Mação Marco Martins; Sara Garcês; Hugo Gomes; Douglas Cardoso; Anicía Trindade; Eduardo Ferraz, Luiz Oosterbeek
16:30 - COFFEE-BREAK
17:00 - ITC-D-23-00111 - Model for social and sporting legacy of sports tourism events Jorge Soares
17:15 - ITC-D-23-00119 - Engaging tourists with the culture of rural areas: the case of small-scale festivals in southern Europe Olga Matos; Paula Remoaldo; Vítor Ribeiro; Juliana Alves; Hélder Lopes
17:30 – ITC-D-23-00043 - Literary Tourism: Authenticity and Memory Ana Maria Moutinho Ferreira; Ana Ferreira; Marta Oliveira
17:45 - ITC-D-23-00131 - Literary tourism in northern Portugal: an exploratory perspective Bruno Sousa; Pedro Liberato; Dália Liberato; Carina Pereira; Cristina Rodrigues; Adriano Costa; Alexandra Malheiro; Elsa Esteves; Pedro Carvalho
18:00 - ITC-D-23-00168 - A tourist and literary walk, from Casa dos Bicos to Cais do Sodré (Lisbon) Isilda Leitão; Vítor Ambrósio
15:30 – PARALLEL SESSION N3 – DESTINATION MANAGEMENT & MARKETING AND TOURISM PLANNING (ONSITE – ROOM FUNDAÇÃO CAIXA CA - B1.06)

Chairs: Salete Esteves; Rita Peres	
15:30 – ITC-D-23-00115 - Evaluating digital nomads' preferences in tourism destinations: lifestyle vs. Supply requirements	Maria do Rosário Mira; Andreia Moura; Nayara Araújo
15:45 – ITC-D-23-00147 - European capitals of culture and tourism: is it just a question of place branding or more than that?	Marisa Fragoso; Ana Gonçalves; Eduardo Brito-Henriques
16:00 - ITC-D-23-00170 - The dynamics of tourism development in Madeira and Porto Santo: complementarity or mimicry?	Antonio Almeida; Mara Franco
16:15 - ITC-D-23-00034 - Tourism Planning in Low-Density Territories: The Case of The Municipality of Vila De Rei	George Ramos; Paula Reis; José Rodrigues
16:30 - COFFEE-BREAK	
17:00 - ITC-D-23-00135 - Supporting the planning and management of tourism destinations between urban showcase and gentrification	Vanessa Assumma; Sebastiano Barbieri; Marta Bottero; Caterina Caprioli
17:15 - ITC-D-23-00169 - Integrating sustainability in tourism destination planning: the case of Ourense Termal, Spain	Maria Carmen Pardo Lopez; Mónica Cortés
17:30 – ITC-D-23-00042 - Attractiveness, Cultural Diversity, and Sustainability in the Tourist and Cultural Offer of the Destination(s)	Eunice Ramos Lopes
18:45 - ITC-D-23-00155 - Tourist tax: a comparative analysis of Porto and Maiorca	Laurentina Vareiro; Eva Miranda; Soraia Gonçalves; Juan Inacio Pulido-Fernández
15:30 - PARALLEL SESSION N4 – TOURISM TECHNOLOGY AND INNOVATION (ONSITE – ROOM CIM-TTM - B1.07)	
Chair: Carlos Rompante Cunha; Elisabete Morais	
15:45 – ITC-D-23-00015 - Digital Marketing in Wine Tourism – Trás-os-Montes and Dão Case Study	Filipa Fontes; Elisabete Morais; Elsa Esteves
16:00 – ITC-D-23-00051 - Experience Porto: Tourist App For The City Of Porto	Cândida Silva; Mónica Oliveira; Cátia Lopes
16:15 – ITC-D-23-00104- Digital skills panacea: what do tourism and hospitality stakeholders think?	Andreia Moura; Vânia Costa
16:30 - COFFEE-BREAK	
17:00 - ITC-D-23-00041 - Exploring the Potential of Flickr User-Generated Content For Tourism Research: Insights From Portugal	Márcio Ribeiro Martins; Arlindo dos Santos
17:15 - ITC-D-23-00148 - The virtual visit in Portuguese museums	Gorete Dinis; Ana Balão; Maria Carlos Lopes; Adelaide Proença
17:30 - ITC-D-23-00001 - Smart destination branding: review and research agenda	Giovana Goretti Feijó de Almeida, Paulo Jorge dos Santos Almeida
17:45 - ITC-D-23-00153 - Sustainable tourism destinations and territorial innovation through collaborative networks: the case of Bussaco, Portugal	Jessica Baptista; Susana Lima

24th November (Friday) – 10:00 to 18:30

10:00 - PLENARY SESSION (ONSITE) - Auditorium José Manuel Hernández Mogollón, Universidad de Extremadura
11:00 - COFFEE-BREAK
11:30 - PARALLEL SESSION 1.1 – Destination Management & Marketing and Sustainability (ONLINE - ROOM FUNDAÇÃO REI AFONSO HENRIQUES - Sala de Atos) LINK: https://videoconf-colibri.zoom.us/j/97300923102 Chair: Luisa Lopes
11:30 - ITC-D-23-00005 - Enhancing Sustainability in The Tourism Sector Through Voluntary Pro-Environmental Behavior: The Case of Ecuadorian Hotel Industry Nailya Saifulina; Adolfo Carballo-Penela; Emilio Ruza-Sanmartín; Giovanni Herrera-Enríquez
11:45 - ITC-D-23-00134 - Measurement of the technological dimension of tourist destinations in extremadura (spain) as a condition for their conversion into smart tourist destinations Juan Carlos Díez Apolo; Marcelino Sánchez Rivero; María Cristina Rodríguez Rangel
12:00 - ITC-D-23-00026 - The Digital Transition in Tourism Experiences in Portugal: The Perception of National Tourists Márcia da Silva; Maria João Vaz; Inês Miguel; Bruna Ribeiro
12:15 - ITC-D-23-00116 - Globalization and ways of booking services for tourists Marina Metreveli; Lamara Ramishvili
12:30 - ITC-D-23-00141 - Authenticity and cultural integration in the medieval market of Óbidos, Portugal Ricardo José Pedras Rodrigues Ribeiro; Maria Pilar M. Pacheco; António Araújo de Almeida
12:45 - ITC-D-23-00159 - Grande hotel do Porto: a case of brand heritage in hospitality Luís Morais; António Melo; Cristina Mouta
13:00 - ITC-D-23-00120 - The potential of artificial intelligence for tourism education Paula Cardoso; Laura Chagas
13:15 - ITC-D-23-00149 - The influence of servicescape on satisfaction, delight and repurchase in hospitality Nélia Antunes; Anabela Elias; Sónia Pais

11:30 – PARALLEL SESSION M1.1 – TOURISM GOVERNANCE AND PUBLIC POLICY (ONSITE – ROOM COMFORTTUA - B1.09)	
Chair: Cláudia Costa	
11:30 - ITC-D-23-00045 - Local tourist taxes in Portugal: a systematic review of municipal regulations	Luís M. Carvalho; Márcio Ribeiro Martins; Eduardo Pinheiro; Cláudia S. Costa
11:45 - ITC-D-23-00055 - Assessing visitors' willingness to pay for Azibo reservoir river beaches: a proposal for local public policy	Mário Almendra; Eduardo Pinheiro; Cláudia S. Costa; Márcio Martins
12:00 - ITC-D-23-00114 - Tourism in central Lisbon and Barcelona: the resident's perspective	Marcelo G. Oliveira; Jordi Arcos Pumarola; Vahid Ghasemi; Maria del Pilar Leal Londoño; Paulo Marques; Luís Mota
12:30 - ITC-D-23-00122 - Non-capitalist paradigm of tourism development: evidence from rural Poland	Tomasz Napierala; Katarzyna Lesniewska-Napierala
11:30 – PARALLEL SESSION M1.2 – ENTREPRENEURSHIP AND HUMAN RESOURCES (ONSITE – ROOM eGDS B1.01)	
Chair: Mara Franco	
11:30 - ITC-D-23-00010 - Companies in the Algarve tourism chain and their economic and financial management practices	Margarete L. Arbuger; José M. Figueiredo Santos
11:45 - ITC-D-23-00050 - Application of Benford's Law to Detect Signs of Under-Invoicing In Companies In The Restaurant Sector During The Covid-19 Pandemic	Jorge Alves; Clara Vaz; Ana Martins
12:00 - ITC-D-23-00035 - Importance of Strategic Partnerships Between Higher Education Institutions and Tourism and Hospitality Stakeholders: Perceptions of Stakeholders, Students and The HEI Structure in the Context Of ESTH/IPG	Ricardo Guerra; Fernando Lemos; Manuel Salgado; José Alexandre Martins
12:15 - ITC-D-23-00144 - Anticipating tomorrow's tourism: unveiling the most significant trends for the next five years	Teresa Costa; Filipe Severino; Maria de Lurdes Calisto; Ana Machado; Zélia Santos; João Ferreira do Rosário
12:30 - ITC-D-23-00056 - The Influence of Social Capital on The Development of The Territory's Economic Capital in Tourist Regions	Margarete Luisa Arbuger
13:30 – LUNCH	

14:30 – PARALLEL SESSION 1.2 – Destination Management & Marketing and Sustainability (ONLINE - ROOM FUNDAÇÃO REI AFONSO HENRIQUES - Sala de Atos) LINK: https://videoconf-colibri.zoom.us/j/97300923102 Chair: Catarina Fernandes	
14:30 - ITC-D-23-00172 - The role tax instruments in managing overtourism	Catarina Martins; Nina Aguiar
14:45 - ITC-D-23-00157 - Implications of climate change on destination image: exploratory insights	Ana Isabel Rodrigues; Nuno Pereira
15:00 - ITC-D-23-00044 - Molecular gastronomy in tourism	Bruno Sousa; Elisa Tavares
15:15 - ITC-D-23-00059 - Third Wave/Specialty Coffee Movement: A Truly Cultural Experience	Sofia Teixeira Eurico; Genesis Garcia; Fernanda Oliveira
15:30 - ITC-D-23-00133 - Perceptions of The Communication Skills of Tourism Professionals	Tatiana Alfaiate; Ana Pires; Célia Rafael; Maria Sofia Lopes
15:45 - ITC-D-23-00161 - Empowering women in tourism: a systematic review of absorptive capacity and female entrepreneurship	Assis Zukunelli; Ana Padilha; Thais Simionato; Júlio Silva; Erlaine Binotto; João Jorge
16:00 - ITC-D-23-00109 - Gender's Impact on Travel Writing. Pilgrimages to The Holy Land in The Second Part of the 19th Century	Iwona Sakowicz-Tebinka
16:15 - ITC-D-23-00130 - Third party's perception. Selected British and American accounts on polish and German heritage of interwar Pomerania	Barbara Klassa
16:30 - ITC-D-23-00003 - Digital Math Trail Development as Project-Based Learning in Tourism	Ana Elisa Sousa; Sónia Pais; Paula Cardoso
14:30 – PARALLEL SESSION N1.1 – SUSTAINABILITY IN TOURISM (ONSITE – ROOM COMFORTTUA - B1.09) Chair: Tomasz Napierala	
14:30 – ITC-D-23-00021- Empowering Rural Tourism: A Sustainable Solution For Energy Independence	Ana Paula Oliveira; André Rodrigues; Armando Pinto
14:45 - ITC-D-23-00030 - A bibliometric overview of economic sustainability in tourism	Daniela Meneses; Carlos Costa; Fernanda A. Ferreira; Celeste Eusébio
15:00 - ITC-D-23-00106 - (With) tourism in search of a new humanism – can museums and hotels help create socially and environmentally sustainable destinations?	Cândida Cadavez
15:15 - ITC-D-23-00127 - Implementing sustainable tourism in the hospitality industry	Patrycja Essing-Jelonkiewicz
15:30 - ITC-D-23-00128 - Sustainability leadership in hospitality: what are the skills needed?	Susana Silva; Cândida Silva; Mónica Oliveira
15:45 - ITC-D-23-00145 - Tourism collaboration for sustainability in face of climate change and digital transformation	Maria de Lurdes Calisto; Filipe Segurado Severino; Teresa Costa; Miguel Belo; Ana Teresa Machado

16:00 - ITC-D-23-00132 - Framework of indicators to encourage environmental sustainability in hospitality Filipa Campos; Conceição Gomes; Cátia Malheiros; Luís Lima Santos
14:30 – PARALLEL SESSION N1.2 – TOURISM AND GASTRONOMY/FOOD TOURISM (ONSITE – ROOM eGDS - B1.01) Chair: Sónia Nogueira
14:30 - ITC-D-23-00020 - Sustainability in Wine Tourism: A Bibliometric and Content Review Ricardo Correia; Filipa Fontes; Aida Carvalho; Ruta Fontes
14:45 - ITC-D-23-00033 - Gastronomy as A Tourist Attraction Factor: an Analysis of the “Museu Do Pão” Study Case (Serra Da Estrela) Paula Pires; Rafaela Silva; Cristina Rodrigues; Ricardo Guerra; Manuel Salgado
15:00 - ITC-D-23-00038 - The determining factors for the gastronomic visibility of a rural destination from the stakeholder’s perspective: the case of Mirandela Teresa Palrao; Carlos Vilela; Arlindo Madeira
15:15 - ITC-D-23-00052 - Olive Tourism motivations, activities and experiences: Perspectives from a Portuguese Delphi Panel Fernanda Maria Fernandes Oliveira; Francisco Teixeira Pinto Dias
15:30 - ITC-D-23-00139 - Innovating gastronomic heritage for tourism development Carlos Fernandes; Greg Richards
15:45 - ITC-D-23-00167 - Navigating the crossroads of circular economy, gastronomy and sustainability Andreia Moura; Vânia Costa; Eugénia Devile; Beatriz Maia; Henrique Camões; António Melo
14:30 – PARALLEL SESSION N1.3 – SUSTAINABILITY IN TOURISM AND ACCESSIBLE TOURISM (ONSITE – ROOM NEWHOTEL B1.02) Chair: Ana Sofia Coelho
14:30 - ITC-D-23-00036 - “Azores all in Blue” Case Study: Evaluation of The Tourism Offers in Azores for Families with Children with Autism Spectrum Disorder Ana Rita Conde; Tânia Botelho; Carlos Rodrigues, Patrícia Raposo; Suzana Caldeira; Isabel Rego; Áurea Sousa; Osvaldo Silva; Pilar Mota
14:45 - ITC-D-23-00112 - The meaning of accessible and inclusive tourism in Portugal and its awareness in higher education tourism schools (using the audience of a scientific meeting for data collection) Jorge Umbelino
15:00 - ITC-D-23-00123 - Accessibility of supply in tourist destinations' competitiveness models: review of the state of the art and proposal of a new model Tomo Rosário; Celeste Eusébio; Eugénia Devile
15:15 - ITC-D-23-00126 - Accessibility in religious tourism: Fátima sanctuary Vitor Ambrosio; Andressa Amaral
15:30 - ITC-D-23-00012 - Madeira’s Recommended Hiking Routes – Residents’ Perception Of Risk And Maintenance Jorge Soares; Milton Velosa; Carlos Milho; Moisés Figueira; Paulo Viveiros

14:30 - PARALLEL SESSION N1.4 – TOURISM AND CONSUMER BEHAVIOR (ONSITE – ROOM FUNDAÇÃO CAIXA CA - B1.06)	
Chair: Gorete Dinis	
14:30 - ITC-D-23-00154 - Value co-creation, delight and satisfaction on tourism loyalty: a conceptual framework	Salete Esteves; Eduardo Mangini; Luisa Lopes
14:45 - ITC-D-23-00024 - The Role of Value Co-Creation, Delight and Satisfaction on Tourism Loyalty: an Empirical Study in Hospitality	Luisa Lopes; Eduardo Mangini; Salete Esteves
15:00 - ITC-D-23-00049 - A new scale to measure customer's expectations about services dimensions: application to the hotel service	Mara Franco; Raquel Meneses
15:15 - ITC-D-23-00058 - From Reviews to Emotions: Analysing Bragança's Tourism attractions on Tripadvisor	Elaine Scalabrini; Jessica Ferreira; Paula Odete Fernandes; Thiago Assunção Moraes
16:30 - COFFEE-BREAK	
17:00 - PLENARY SESSION - RAQUEL HUETE-NIEVES, UNIVERSITY OF ALICANTE (ONSITE – Auditorium ESACT)	
18:00 - CLOSING CEREMONY (Auditorium ESACT)	
Luís Pedro Martins, President of the Porto and North of Portugal	
Paulo Almeida, Director of CITUR – Centre for Research Development and Innovation in Tourism	
Márcio Martins, Chair of the International Tourism Congress2023	
Sónia Nogueira, Director of the School of Public Management, Communication and Tourism	