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## Contributors

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**Tim Baird** holds a Master of Commerce with an Honours degree in Management and Marketing from the University of Canterbury, Christchurch, New Zealand. He has published on sustainability, biosecurity, charismatic flora and various dimensions of wine tourism and the New Zealand wine industry.

**Roy Ballantyne** is Research Professor at the School of Tourism, The University of Queensland, Australia. His research focuses on environmental interpretation and education, free-choice learning, wildlife tourism and ecotourism research. He has published over 130 refereed papers and chapters in books and is the joint author of 30 books and monographs including *Contemporary issues in heritage and environmental interpretation* (1998), *Designing effective interpretive signs and exhibits: Principles in practice* (2007) and *Tour guiding: Developing effective communication and interpretation techniques* (2000).

**Tom Baum** is Professor of International Tourism and Hospitality Management in the Strathclyde Business School, Glasgow, UK. He holds BA and MA degrees in Education from the University of Wales and a PhD focusing on tourism labour markets from the University of Strathclyde. Tom has over 30 years' experience as a practitioner, researcher and educator in the tourism and hospitality workforce field, specializing in education, training and development. He is author of eight books and over 150 academic papers and has taught, researched and consulted in over 45 countries. He is currently Vice-President of the International Academy for the Study of Tourism.

**Pierre Benckendorff** is Senior Lecturer and social scientist in the School of Tourism, The University of Queensland, Australia. He has more than ten years of experience in education and research in the tourism field in Australia and internationally. His research interests include consumer behaviour in tourism and leisure, generational cohorts and tourism, the impact of new technologies on tourism, tourism education and tourism scholarship and epistemology. He has authored and co-authored over 60 academic articles, books and other publications in these areas.

**Amos Bien** is Technical Director at the Global Sustainable Tourism Council (GSTC), Washington, DC, USA. He was the lead consultant for the Global Sustainable Tourism Criteria, the Global Partnership for Sustainable Tourism, 'Policy elements for the sustainability of cruise tourism in Central America' and the Inter-American Development Bank's (IDB) 'Tourism Sustainability Scorecard'. Amos is a member of the ISO Technical Committee on Tourism, president of Costa Rica's Tropical Science Center and founder of Rara Avis Rainforest Lodge and Reserve, the pioneer ecolodge of Costa Rica.

**Duan Biggs** is Postdoctoral Research Fellow at The University of Queensland, Australia. His PhD thesis was completed at James Cook University, Australia in 2011 on the resilience of coral reef tourism to global change and crises. Duan also holds an MsC in Conservation Biology from the University of Cape Town. He has developed, coordi-

nated and consulted on projects for BirdLife International, Conservational International and the World Wide Fund for Nature (WWF) among others. After completing his PhD he developed a tourism research programme for South African national parks to support decision-making and management of the trade-offs and synergies between conservation and tourism. Since March 2012, Duan's research has focused on the socio-economic aspects of conservation decision-making and management and operationalizing resilience ideas for biodiversity conservation. He also leads specialist nature and wildlife tours to destinations around the world.

**Rosemary Black** is Senior Lecturer at Charles Sturt University (CSU), Australia where she teaches and undertakes research in tour guiding, sustainable tourism, heritage interpretation, sustainable behaviours and adventure tourism. Prior to joining CSU she worked in protected area management, adventure travel and community conservation. She has published four books and more than 35 refereed publications, many on aspects of tour guiding. Rosemary undertakes applied research with industry partners including protected area management and tourism agencies and community-based organizations. She is an experienced tour guide having worked in Nepal, India, Antarctica, Fiji and China and has trained guides in Malaysia, Nepal and Vanuatu.

**Eric Brymer** is Lecturer at Queensland University of Technology, Australia. He specializes in wellness and nature-based activities.

**Ralf Buckley** is Director of the International Centre for Ecotourism Research at Griffith University, Australia. He has published a total of over 750 publications, including 12 books and around 200 journal articles and has worked in 50 or so countries. His main current interest is in the role of outdoor tourism in biodiversity conservation.

**Jim Butcher** is a lecturer and writer on contemporary leisure and travel. He has written two influential monographs: *The moralisation of tourism* (2003), a hard hitting defence of mass tourism, and *Ecotourism, NGOs and development* (2007), a critique of the development claims made for ecotourism. He has written extensively on tourism and development. Jim has also contributed to debates about tourism in the media and is a Fellow of the Royal Society for the Arts.

**Jeremy Buultjens** is Associate Professor in the School of Business at Southern Cross University, Australia. He is also the managing editor of the *Journal of Economic and Social Policy*. His research interests include Indigenous entrepreneurship, regional development, tourism in protected areas and employment relations.

**Susanna Curtin** is Senior Lecturer at Bournemouth University, UK. She is interested in the human dimensions of wildlife and conservation, and particularly the development and management of wildlife tourism. Susanna has written articles on the emotional and psychological benefits of taking a wildlife holiday, self-identity and wildlife tourist behaviour, memorable wildlife encounters, how wildlife tourists attend to and perceive wildlife and the importance of tour leaders in the responsible management of wildlife tourism.

**Sara Dolnicar** is Research Professor at the School of Tourism at The University of Queensland in Australia. She holds degrees in Business Administration and Psychology.

Her key areas of expertise are measurement in the social sciences and market segmentation methodology. Over the years Sara has studied a wide range of tourism topics, including sustainable tourism, tourism marketing, destination image measurement and key factors of hotel choice.

**Ross Dowling** is Foundation Professor of Tourism and Co-Leader, Centre for Innovative Practice, at Edith Cowan University, Australia. He co-founded Ecotourism Australia in 1991 where he is still a director, and he is a Member of the Conservation Commission in Western Australia as well as the IUCN's World Commission on Protected Areas. He is a Director of Ideology Pty Ltd which undertakes ecotourism assignments around the world. In 2011 Ross was awarded the Medal of the Order of Australia for his contributions to hospitality and tourism, education and the development of ecotourism.

**Larry Dwyer** is Professor of Travel and Tourism Economics in the Australian School of Business, University of New South Wales, Australia. Larry publishes widely in the areas of tourism economics, management and policy and has been awarded numerous research grants to contribute to tourism knowledge. Larry is President of the International Academy for the Study of Tourism, President of the International Association for Tourism Economics and a member of the International Advisory Board of the Business Enterprises for Sustainable Tourism Education Network (BESTEN). He is an appointed member of the editorial boards of 21 international tourism journals.

**Deborah Edwards** is Senior Research Fellow in the Business School, University of Technology, Sydney, Australia. Prior to pursuing an academic career in 1987, Deborah worked extensively in the hospitality and hotel sectors in Australia and overseas. She has been the principal investigator for a number of large industry studies focusing on tourists' spatial behaviour, the social impacts of tourism and events and festivals, and event expenditure studies. She has published numerous articles, books and book chapters on these topics.

**John H. Falk** is Sea Grant Professor of Free-Choice Learning and Director of the Center for Research on Lifelong STEM Learning at Oregon State University, USA. He investigates how people learn in settings like museums and national parks and has authored over 150 articles and chapters and more than a dozen books. Recent books include *The museum experience revisited* (2013, with Lynn Dierking), *Identity and the museum visitor experience* (2009) and *Free-choice learning and the environment* (2009, with Joe Heimlich and Susan Foutz).

**David A. Fennell** teaches and researches in the Department of Tourism and Environment, Brock University, Canada. He has written widely on the topics of ecotourism and tourism ethics. He is the editor-in-chief of the *Journal of Ecotourism*.

**Donald Getz** is part-time Professor at the School of Tourism, The University of Queensland, Australia; Professor Emeritus and Adjunct Professor at the University of Calgary, Canada; and Visiting Professor at several other universities. He is a leading international proponent of event studies, drawing from his extensive research, volunteer, teaching and consulting experience in many countries. His book, *Event studies* (2012), defines the field of study, establishes the theoretical and policy framework and provides a detailed reference work on related research. Donald has authored several other books in

event studies, event management and event tourism and is active in researching a variety of special-interest market segments, including food and wine tourism, culture and sports.

**Alejandro Grajal** leads the Center for Conservation Leadership, which combines the Chicago Zoological Society's conservation and education initiatives in Chicago and around North America, Latin America and Africa. He administers research programmes for the Chicago Zoological Society's Center for the Science of Animal Welfare, a population genetics programme for critically small populations, and oversees all institutional education and interpretation programmes. His interests include the interface between biodiversity conservation, science education and the social dimension of conservation actions. Alejandro recently authored *Climate change education: A primer for zoos and aquariums* (2012) and has authored numerous papers on ecology, animal behaviour, biodiversity policy and visitor studies.

**C. Michael Hall** is Professor in the Department of Management, University of Canterbury, New Zealand; Docent, Department of Geography, University of Oulu, Finland; and Research Fellow, Freiburg Institute of Advanced Studies, Germany.

**Elizabeth Hawkins** is Founding Director of Dolphin Research Australia and researcher at Southern Cross University in marine ecology, specializing in dolphin ecology and environmental impact assessments and conservation measures. She is also a specialist in the field of marine tourism, focusing primarily on the influence of activities on animal behaviour, education and interpretation and operator training and management. Her research has been published in numerous internationally peer-reviewed journals and presented at international conferences.

**Karen Hughes** is Lecturer at The University of Queensland's School of Tourism, Australia. She has taught and published in the areas of interpretation, visitor management, sustainable tourism, tourist behaviour and wildlife tourism. Karen has a particular interest in the design of interpretive signs and experiences.

**Michael Hughes** is Senior Lecturer at Curtin University, Australia. He previously held a Curtin Senior Research Fellowship focusing on regional development, land use management and tourism. Michael also held a joint national and state-funded Centre of Excellence Research Fellowship as part of the Australian government-funded Sustainable Tourism Cooperative Research Centre. He has published numerous journal papers, conference papers and reports including publications on nature-based tourist experiences and perceptions and managing people in natural areas.

**Emil Juvan** is Lecturer at the Faculty of Tourism Studies, University of Primorska, Slovenia and a PhD candidate at the School of Tourism at The University of Queensland, Australia. His research interests include destination management and environmentally friendly tourism demand.

**Anne-Marie Lacaze** spent seven years working in an eminent South East Queensland ecotourism destination. Within the organization her responsibilities included event tourism product sales and development across international, national and local market segments, staff management and training and the promotion and preservation of accredited ecotourism standards. She is currently studying psychology at Queensland

University of Technology (QUT) and is employed as Events Officer for QUT Faculty of Health.

**Judy Mann** holds a Master's degree in Ichthyology and a Bachelor's degree in Business Administration. She has worked for the South African Association for Marine Biological Research (SAAMBR) in Durban, South Africa since 1992, as a research scientist, Education Director and uShaka Sea World Director. Judy is now the Chief Executive Officer of SAAMBR. She is currently registered for a PhD through The University of Queensland, Australia, investigating how visitors learn at uShaka Sea World.

**Edward W. (Ted) Manning** is President of Tourisk Inc., an international consulting firm focused on sustainable tourism. He has served as lead consultant to the United Nations World Tourism Organization in the production of the *Guidebook: Indicators of sustainable development for tourism destinations* (2004), advisor to the World Wildlife Fund Caribbean programmes, to the United Nations Industrial Development Organization's coastal tourism development programme in Africa and to projects in over 50 countries. Ted has published 23 books and more than 100 articles on sustainable development, tourism and environmental management topics. He is also Adjunct Research Professor of Geography at Carleton University, Canada, Associate Director of Sustainable Development of the Foundation for International Training and Chairman of the Canadian Association for the Club of Rome.

**Gianna Moscardo** is Professor in the School of Business at James Cook University (JCU), Australia. Prior to joining JCU in 2002 Gianna was the Tourism Research Project Leader for the Cooperative Research Centre Reef Research for eight years. She has published extensively on tourism and related areas with more than 170 refereed papers and book chapters. Her recent project areas include evaluating tourism as a tool for economic development in rural regions, tourist experience analysis and generational cohorts and tourism futures.

**David Newsome** is Associate Professor in Environmental Science and Ecotourism and member of the Nature Based Tourism Research Group, School of Environmental Science, Murdoch University, Australia. David's research interests span many areas of natural area tourism including wildlife tourism, the biophysical impacts of recreation in protected areas, evaluation of the quality of ecotourism operations, sustainable trail management and geotourism. Significant publications include the books *Natural area tourism: Ecology, impacts and management* (2013) and *Wildlife tourism* (2005). David is also a member of the Conservation Commission of Western Australia and the International Union for the Conservation of Nature (IUCN) World Commission on Protected Areas.

**Jan Packer** is Senior Research Fellow at the School of Tourism, The University of Queensland, Australia. Her research focuses on applying principles from educational, environmental and positive psychology to understand and improve visitor experiences at natural and cultural tourism attractions such as museums, zoos and aquariums, botanic gardens, national parks, ecotourism and wildlife tourism attractions.

**Philip L. Pearce** is Foundation Professor of Tourism at James Cook University, Australia. He is interested in most aspects of tourist behaviour. At any one time he supervises a

number of PhD students researching diverse components of pre-travel, on-site and post-trip tourist behaviour. He has further interests in communities and tourism, notably in Asia and China. Philip has written 11 books and over 250 articles on tourist behaviour themes, linking his foundation education in psychology with contemporary tourist activity.

**Sacha Reid** is Lecturer in Real Estate, Property Development and Events Management at Griffith University, Australia. Prior to this she was the Foundation Director of Research for DTZ Australia, a global property consultancy agency. Sacha is an invited member of the Tourism Roundtable for the Property Council of Australia, Queensland. Her primary research interests are in high density living, strata title and community development.

**Brent W. Ritchie** is an Associate Professor at the School of Tourism, The University of Queensland, Australia. His research interests include risk, crisis and disaster planning and management from visitor, organizational and destination perspectives. He has published on these topics in top academic journals such as the *Journal of Travel Research*, *Tourism Management* and *Safety Science*. Brent is the Editor of the *Journal of Hospitality and Tourism Management* and on the editorial board of six other international journals. He is also co-chair of the CAUTHE (Council for Australasian University Tourism and Hospitality Education Inc.) special interest group on tourism risk, crisis and recovery management.

**Kate Rodger** is Lecturer in Environmental Science and a member of the Nature Based Tourism Research Group, School of Environmental Science, Murdoch University, Australia. Kate's research interests include the ecological and social impacts of human-wildlife interactions in marine and terrestrial environments, identifying and minimizing visitor impacts in protected areas along with understanding visitor satisfaction and visitor loyalty to national parks. She has published in leading international journals such as *Society and Natural Resources*, *Journal of Sustainable Tourism* and *Annals of Tourism Research*. Kate is an executive committee member of Wildlife Tourism Australia.

**Amanda Shoebridge** is Project Manager and Researcher at Southern Cross University, Australia. Her primary research interests include Indigenous entrepreneurship and Indigenous tourism. She is assistant editor of the *Journal of Economic and Social Policy*.

**Anna Spenceley** is Chair of the IUCN's World Commission on Protected Areas (WCPA) Tourism and Protected Areas Specialist Group, Senior Research Fellow at the University of Johannesburg, South Africa and was a founding director of the Global Sustainable Tourism Council. Her publications include the edited volume *Responsible tourism: Critical issues for conservation and development* (2008). She works as a consultant on sustainable tourism through her company STAND cc, and is based in South Africa.

**Nancy L. Staus** completed her PhD in Science Education at Oregon State University, USA in 2012. Previously, she worked as a conservation biologist, during which time she became interested in how people learn about biology. This interest led to her dissertation research that examined how people's emotions affect their science learning. She is currently working as Research Associate at Oregon State University in a longitudinal study investigating factors affecting the development and maintenance of science and mathematics interests in middle school children.

**Lucy A. Sutherland** is an Assistant Director at the Australian National Botanic Gardens and Visiting Lecturer for the Masters in Ecotourism at the Universidad Nacional Agraria La Molina, Peru. She holds a PhD in botanic gardens and ecotourism and has integrated her academic studies in ecology and the social sciences with her practical experience in botanic gardens management and policy. Lucy has published and presented widely on botanic gardens focusing on such topics as ecotourism, interpretation policy and practice, collections management, biodiversity and plant conservation.

**Clem Tisdell** is Professor Emeritus in the School of Economics, The University of Queensland, Australia. He has published widely on tourism economics and environmental economics. He is the joint author of *Nature-based tourism and conservation: New economic insights* (Edward Elgar, 2012) and editor of *The handbook of tourism economics: Analysis, new applications and case studies* (2013).

**Cynthia L. Vernon** is Vice President of Programs at the Monterey Bay Aquarium, California, USA where she leads the aquarium's education and guest experience teams. She was a co-principal investigator on the National Science Foundation's 'Why zoos and aquariums matter' visitor research study, which assessed the impact of a visit on conservation knowledge, attitude and behaviour. Cynthia continues to explore ways to encourage pro-environmental behaviour through free-choice learning venues and has a special interest in communicating about the impact of climate change on the ocean.

**Kaye Walker** is a Lecturer/Researcher at Southern Cross University, Australia. She is also a consultant with academic and industry expertise in marine tourism and environmental management, expedition cruising, interpretation, guide training and development, and community capacity building in island locations. Kaye has recently developed and coordinated the delivery and evaluation of the first certified whale guide training programme of international standard in the South Pacific (the Tonga Whale Guide Training Program). She has a specific interest in comparing captive and non-captive wildlife tourism operations, their interpretive conduct and experiential outcomes.

**Betty Weiler** is Research Professor in the School of Tourism and Hospitality Management, Southern Cross University, Australia. Much of Betty's 25-year career as a researcher has focused on tour guiding, including guide roles, performance, competencies, training, accreditation and the evaluation of tour guides and interpretation. Her research has included solo and collaborative projects in several locations, including North America, Latin America and Australasia, in national parks, zoos and heritage attractions. Betty has also worked with in-country trainers and others to train tour guides in most of these locations.

**Nadine E. White** has a travel industry and wine industry background and is now Researcher at Southern Cross University, Australia. She is currently completing her PhD investigating local government climate change adaptation planning and tourism planning in New South Wales. Nadine has published in diverse interdisciplinary fields including the interrelationship between tourism and climate change, adaptive planning for climate change, Indigenous tourism, ecotourism, sustainable tourism, destination management, environmental planning, sustainable development and children's participation and wellbeing.

**Venkata Yanamandram** is Senior Lecturer at the School of Management and Marketing and Researcher at the Institute for Innovation in Business and Social Research (IIBSoR), University of Wollongong, Australia. He teaches marketing principles, services marketing and strategic brand management at the School. His research focus is on service marketing, including tourism.

