Contributors

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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 ecododge of Costa Rica.

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**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.

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**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.

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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.

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**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.

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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 counties. 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.

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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.
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