



‘Overtourism’?

Understanding and Managing Urban Tourism Growth beyond Perceptions

Executive Summary



Managing Urban Tourism

Peter E. Murphy



Managing Urban Tourism:

'Overtourism'? - Understanding and Managing Urban Tourism Growth Beyond Perceptions Ko Koens,Albert Postma,Bernadette Papp,Ian Yeoman,2018 The management of tourism flows in cities to the benefit of visitors and residents alike is a fundamental issue for the tourism sector It is critical to understand residents attitude towards tourism to ensure the development of successful sustainable tourism strategies This report analyzes the perception of residents towards tourism in eight European cities Amsterdam Barcelona Berlin Copenhagen Lisbon Munich Salzburg and Tallinn and proposes 11 strategies and 68 measures to help understand and manage visitor s growth in urban destinations The implementation of the policy recommendations proposed in this report can advance inclusive and sustainable urban tourism that can contribute to the New Urban Agenda and the Sustainable Development Goals This report analyzes the perception of residents towards tourism in eight European cities Amsterdam Barcelona Berlin Copenhagen Lisbon Munich Salzburg and Tallinn and proposes 11 strategies and 68 measures to help understand and manage visitor s growth in urban destinations The implementation of the policy recommendations proposed in this report can advance inclusive and sustainable urban tourism that can contribute to the New Urban Agenda and the Sustainable Development Goals

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The Management of Tourism Lesley Pender,Richard Sharpley,2005 This text provides detailed coverage of the breadth of issues involved in the management of tourism businesses It explains and supports fundamental business management aspects whilst examining specific techniques required for the successful management of a variety of tourism businesses

Managing Urban Tourism Stephen Page,Colin Michael Hall,2003 An holistic analysis of tourism as an urban phenomenon examining the challenge of developing harnessing and managing urban tourism The text develops concepts from outside tourism providing a basis for students to undertake research outside traditional confines

Quality Management in Urban Tourism Peter E. Murphy, 1997-02-12 *Quality Management in Urban Tourism* is the first book to introduce the concept of quality management to urban tourism. It brings together theoretical and case study contributions from leaders in the field both in academic research and tourism management.

'Overtourism'? Understanding and Managing Urban Tourism Growth Beyond Perceptions, 2019 The first volume of the report *Overtourism: Understanding and Managing Urban Tourism Growth beyond Perceptions* examines how to manage tourism in urban destinations to the benefit of visitors and residents alike, showcasing eleven strategies and 68 measures to help better understand and manage visitor growth in cities. This second volume includes 18 case studies across the Americas, Asia, and the Pacific and Europe: Amsterdam, Antwerp, Barcelona, Berlin, Basel, Cambridge, Dubrovnik, Edinburgh, Ghent, Hangzhou, London, Lucerne, Macao, China, New York, Lisbon, Seoul, Porto, Prague, and Venice, on how cities are implementing the following eleven strategies:

- 1 Promote the dispersal of visitors within the city and beyond
- 2 Promote time-based dispersal of visitors
- 3 Stimulate new visitor itineraries and attractions
- 4 Review and adapt regulation
- 5 Enhance visitors' segmentation
- 6 Ensure local communities benefit from tourism
- 7 Create city experiences that benefit both residents and visitors
- 8 Improve city infrastructure and facilities
- 9 Communicate with and engage local stakeholders
- 10 Communicate with and engage visitors
- 11 Set monitoring and response measures

Urban Tourism in the Developing World Christian Myles Rogerson, Gustav Visser, Over the past decade the field of urban tourism has consolidated with the appearance of several books that concentrate upon the Western European and North American experience. Recently the scope and range of urban research has widened considerably, including the welcome appearance of studies that examine the tourism phenomenon in cities outside the Euro-American heartland. Despite this growing international body of debate and scholarship on tourism and cities, particularly in the developed North, literature that relates to the developing world as a whole and to Africa in particular remains sparse. The task of *Urban Tourism in the Developing World: The South African Experience* is to augment the current international scholarship concerning urban tourism in the developing world. More especially, the contributors draw attention to a range of case studies from South Africa that provide some starting points to address the uneven scholarly coverage of urban tourism in the African context that has received to date. In addition, the research material presented here seeks to contribute toward raising the South African and indeed the African profile within growing international scholarship concerning issues of urban tourism and development. This collection aims to expand an emerging South African and African tourism research voice concerning the tourism and development nexus as well as to stem critiques that this body of research appears to have developed in a theoretical vacuum divorced from broader international tourism research discourses. This collection of essays not only further develops an independent South African tourism perspective but also presents research that is closely tied to international urban tourism research debates. In addition, this analysis of urban tourism in the South African context enriches the rather Western-oriented theories of urban tourism discourse through its emphasis on how urban tourism is evolving in urban Africa.

Christian M Rogerson is professor of human geography in the School of Geography Archaeology and Environmental Studies University of the Witwatersrand Johannesburg South Africa Gustav Visser is senior lecturer in human geography in the Department of Geography University of the Free State Bloemfontein South Africa

A Research Agenda for Urban Tourism van der Borg, Jan, 2022-01-14 This timely Research Agenda explores and proposes critical lines of research to support understanding of the conditions under which urban tourism contributes to the development of urban systems and what can be done to create and conserve these conditions Chapters highlight conceptual discussions concrete case studies and policy reviews to address the issues surrounding the economic environmental and social impacts of tourism on cities

Sustainable Urban Tourism in Sub-Saharan Africa Llewellyn Leonard, Regis Musavengane, Pius Siakwah, 2020-12-27 This book investigates urban tourism development in Sub Saharan Africa highlighting the challenges and risks involved but also showcasing the potential benefits Whilst much is written on Africa s rural environments little has been written about the tourism potential of the vast natural cultural and historical resources in the continent s urban areas Yet these opportunities also come with considerable environmental social and political challenges This book interrogates the interactions between urban risks tourism and sustainable development in Sub Saharan African urban spaces It addresses the underlying issues of governance power ownership collaboration justice community empowerment and policies that influence tourism decision making at local national and regional levels Interrogating the intricate relationships between tourism stakeholders this book ultimately reflects on how urban risk can be mitigated and how sustainable urban tourism can be harnessed for development The important insights in this book will be of interest to researchers and practitioners across Tourism Geography Urban Development and African Studies

Towards Quality Urban Tourism European Commission. Tourism Unit, 2000

World Tourism Cities Alastair M. Morrison, Cristina Maxim, 2021-11-07 World Tourism Cities A Systematic Approach to Urban Tourism is a unique and contemporary textbook that addresses the particular situation of urban tourism destinations in the 2020s by reviewing key issues trends challenges and future opportunities for urban tourism destinations worldwide as well as city destination management The book is divided into four parts with Part I providing background chapters on world tourism cities It begins by clearly defining world tourism cities and explaining the impacts of globalisation and urbanisation on these cities The subsequent chapter explains the urban tourism phenomenon and traces its growth Part II presents city destination management planning and development and the marketing and branding of cities offering practical solutions and approaches Part III discusses major issues and trends in world tourism cities including resident well being and quality of life sustainability smart tourism crises and the rise of tourism in Asian cities and the final part identifies the future opportunities for city tourism Written in a student friendly tone the book is richly illustrated and contains several engaging features including Sweet tweets snippets of information on cities and Short breaks detailed case studies on cities This will be essential reading for all tourism students

Quality Management in Urban Tourism Peter E. Murphy, 1997-02-12 Quality

Management in Urban Tourism is the first book to introduce the concept of quality management to urban tourism. It brings together theoretical and case study contributions from leaders in the field both in academic research and tourism management. **Towards Quality Urban Tourism**, 2000. Handbook on Sustainable Urban Tourism Cristina Maxim, Alastair M. Morrison, Jonathon Day, J. A. Coca-Stefaniak, 2024-01-18. In this multidisciplinary and multi-jurisdictional account of sustainability in urban tourist destinations, the Handbook on Sustainable Urban Tourism draws together the latest academic research and provides key practical insights on this developing area of study. It not only considers the importance of cities as ideal tourist destinations due to their complex characteristics and the variety of attractions they offer but also the challenges they are confronted with, most notably sustainability. **Urban Tourism** Stephen Page, 1995. This is the first introductory level text to look at the nature of urban tourism. A study of the issues and problems involved in urban tourism reveals the multifunctional nature of cities as tourist destinations. All the main aspects of urban tourism are examined, including the range of tourists and their motives for visiting urban destinations, the types of facilities, the impact of tourism on urban environments and managerial and planning techniques used to market and manage cities as tourism destinations. Recent innovations in the management of urban tourism are highlighted. A range of international case studies provide practical examples of the issues raised. This integrated holistic view of urban tourism encompasses the needs of practitioners and will be very useful for students of tourism, leisure and planning at diploma and undergraduate level. BOOK JACKET Title Summary field provided by Blackwell North America Inc. All Rights Reserved. *Towards Quality Urban Tourism* European Commission. Tourism Unit, 2000. **Managing Tourism in Cities** Duncan Tyler, Yvonne Guerrier, Martin Robertson, 1998. This up-to-date text presents a series of examples of good urban tourism management practice drawn from the UK, Europe, Australia, Asia, USA and Canada, examining areas as diverse as the historic case of Venice and the gay nightlife of San Francisco. Towards Quality Urban Tourism, 2000. **Urban Tourism** Christopher M. Law, 2002. Christopher Law examines every aspect of the relationship between tourism and large cities, covering such issues as why tourists visit cities, why cities want tourists, how cities make tourism happen and how tourism impacts on cities and their inhabitants. The book incorporates theoretical insights while also providing descriptions and interpretations of tourism at work in large cities in Europe, North America and other continents. Towards Quality Urban Tourism, 2000.

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