



# SSAT

Smart, Sustainable, Social  
and Accessible Tourism

conference  
online

**25-26<sup>th</sup> november'21**

**University of Aveiro, Portugal**



The International Conference on Smart, Sustainable, Social and Accessible Tourism (SSAT 2021) is organized in the scope of the research project ACTION – Accessible Tourism: co-creation of tourism experience through web-based intelligent system (POCI-01-0145-FEDER-030376), funded by FEDER, through COMPETE2020 - Programa Operacional Competitividade e Internacionalização (POCI), and by national funds (OE), through FCT/MCTES.

Cofinanciado por:



Fundação para a Ciéncia e a Tecnologia  
Instituto de Ciéncias, Tecnologia e Inovação



UNIÃO EUROPEIA  
Fundo Europeu  
de Desenvolvimento Regional

## WELCOME

Dear delegates,

Although leisure and tourism are recognized as promoters of well-being, people with disabilities, seniors and other people with functional limitations still have very limited opportunities of participating in these activities. Social Tourism and technological solutions have stimulated, in many contexts, the levels of participation of these groups in tourism. The benefits of these initiatives and solutions have had a positive impact for people with different types of requirements and needs. The contribution of tourism to create an inclusive society requires the adoption of new approaches and strategies that promote the accessibility of tourism destinations. These contributions should combine technological development with social aspects, in order to allow all people, regardless of their condition, to enjoy tourism experiences. The International Conference on Smart, Sustainable, Social and Accessible Tourism seeks to foster the debate around tourism in accessible, social, sustainable and smart (technological) contexts. This conference is organized in the scope of the research project ACTION – *Accessible Tourism: co-creation of tourism experience through web-based intelligent system* (POCI-01-0145-FEDER-030376).

The International Conference on Smart, Sustainable, Social and Accessible Tourism (SSAT 2021) will take place online on 25 and 26 November and it is organized in 2 plenary sections, 2 workshops and 10 parallel sessions. All abstracts accepted will be published in a book of proceedings with ISBN, and full-papers may be submitted for possible publication in the Journals that are associated with the conference

SSAT 2021 seeks to foster the debate around tourism in accessible, social, sustainable, and smart (technological) contexts, among tourism supply agents, academics, researchers, policy-makers, consultants, practitioners, government officials, and tourism (and related fields) postgraduate students.

SSAT 2021's Organizers would like to thank all people and organizations involved directly or indirectly in this conference. First, our deepest thanks to the keynote speakers, participants of the workshops, the scientific committee and all the authors for their excellent contributions to increasing knowledge in an area little explored. The organizers are also grateful to all those who contributed in the social program of the conference (Betty Dias - durgayoga; the Jazz Combo and the Jazz Orchestra of the University of Aveiro; and the Tuna of the University of Aveiro). Finally, the organizing committee acknowledges the support of the research project ACTION - POCI-01-0145-FEDER-030376, funded by FEDER, through COMPETE2020 - Programa Operacional Competitividade e Internacionalização (POCI), and by national funds (OE), through FCT/MCTES.

We wish you all a pleasant and rewarding conference!

The conference chairman

A handwritten signature in blue ink that reads "CEUSEBIO".

(Celeste Eusébio)

**Organising Committee**



**Celeste Eusébio**



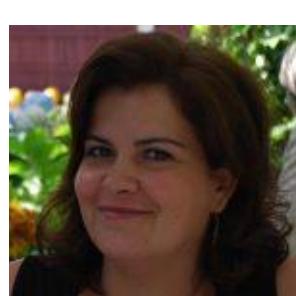
**Leonor Teixeira**



**Elisabete Figueiredo**



**Elisabeth Kastenholz**



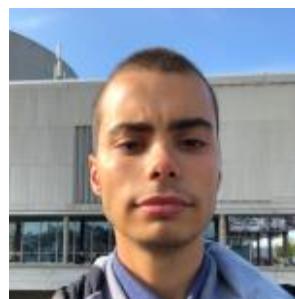
**Eugénia Lima Devile**



**Maria João Carneiro**



**Joana Pimentel Alves**



**Pedro Teixeira**



**Vítor Rodrigues**

## Scientific Committee

## Comissão Científica

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**António Abreu**, Porto Accounting and Business School, Portugal

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**Jorge Umbelino**, Estoril Higher Institute for Tourism and Hotel Studies, Portugal

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- Leonor Teixeira**, University of Aveiro, Portugal
- Lynn Minnaert**, New York University, United States of America
- Manuela Rosa**, University of Algarve, Portugal
- Maria do Rosário Borges**, University of Évora, Portugal
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- Paula Remoaldo**, University of Minho, Portugal
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- Samuel Silva**, University of Aveiro, Portugal
- Sandrina Teixeira**, Porto Accounting and Business School, Portugal
- Scott McCabe**, Nottingham University Business School, United Kingdom
- Sílvia Portugal**, University of Coimbra, Portugal
- Simon Darcy**, University of Technology Sydney, Australia
- Susana Lima**, Polytechnic Institute of Coimbra, Portugal
- Susana Mesquita**, University of Aveiro, Portugal
- Trinidad Domínguez Vila**, University of Vigo, Spain
- Zélia Breda**, University of Aveiro, Portugal

## Plenary Sessions

## Sessões Plenárias

### Keynote Speakers



**Ana Garcia** has a Master's Degree in Universal Accessibility and Design for All, and a degree in Business Organization and Management.

She is President of Accessible Portugal – Association dedicated to promoting Accessible and Inclusive Tourism in Portugal. Since 2008, she has been developing the Accessible Portugal

brand, in different aspects of the Tourism value chain, especially dedicated to the public with special needs. As a consultant and trainer, she has been promoting accessibility, qualifying the accessible tourism offer. This work was recognized through the attribution of the 2018 Medal of Tourism Merit – Accessible Tourism, awarded by the Secretary of State for Tourism. She is a member of the Board of ENAT (European Network for Accessible Tourism) and is the legal representative of this organization in Portugal.



**Bodil Stilling Blichfeldt** is Associate Professor at the University of Southern Denmark.

Research of particular interest in relation to the conference includes research on healthy ageing with nature; discursive representations of older adults; intergenerational family relations in a holiday perspective; and tourism for people with disabilities. Research on active ageing with nature draws on interpretive ontologies and innovative qualitative research. Main results are published in: Knudsen, E. D., B. S. Blichfeldt & J. Liburd (2021): How engaging with nature can facilitate active healthy ageing. Forthcoming in *Tourism Geographies* and in Knudsen, E. D. & B. S. Blichfeldt (2020): To walk the talk of go-along methods: Navigating the unknown terrains of being-along. *Scandinavian Journal of Hospitality and Tourism*, 20(5):438-458. Research on discursive representations of older adults in vacation marketing is published in articles such as Blichfeldt, B. S. & K. M. Smed (2019): 'Do it forever': Discursive representations of older adults and sexualities in vacation marketing. *Journal of Vacation Marketing*, 25(2):264-276. Research on intergenerational family relations and holidays covers changes in travel patterns over the course of the lifecycle as well as three-generational travelling. This stream of research is published in articles such as Mikkelsen, M. V. & B. S. Blichfeldt (2018): Grand parenting by the pool. *Young Consumers*, 19(2): 127-140; Blichfeldt, B. S. (2008): The habit of holidays. *Tourist Studies*, 7(3):249-269 and Blichfeldt, B. S. (2007) A nice vacation: Variations in experience aspirations and travel careers. *Journal of Vacation Marketing*, 13(2):149-164. Finally, research on the difficulties with travelling and tourism for people with disabilities covers both demand- and supply-side perspectives and has been published in articles such as Nicolaisen, J., B. S. Blichfeldt & F. Sonnenschein (2012): Medical and social models of disability: A tourism providers' perspective. *World Leisure Journal*, 54(3): 201-214 and Blichfeldt, B. S. & J. Nicolaisen (2011): Disabled travel: Not easy, but doable. *Current Issues in Tourism*, 14(1): 74-102.



**Celeste Eusébio** is Associate Professor at the Department of Economics, Management and Industrial Engineering of the University of Aveiro (Portugal), where she teaches several courses in tourism, since 1996. She is a full researcher at GOVCOPP (Research Unit on Governance, Competitiveness and Public Policies of University of Aveiro).

Her research interests include tourism and economic development, social tourism, sustainable tourism and accessible tourism. She has assumed several coordinating positions regarding the undergraduate and master courses, in the Tourism field, of the University of Aveiro. She is Director of the (3 years') Degree in Tourism. She has been involved in several research projects, and is author and editor of several books, chapter books and papers published in international peer-reviewed scientific journals. She has participated in the organizing and scientific committees of several national and international conferences. She is member of the editorial committee and review boards of several national and international journals.



**Lynn Minnaert** is the Academic Director and a Clinical Associate Professor at the Jonathan M. Tisch Center of Hospitality at New York University. Lynn's research has focused on international tourism policy, social tourism, family tourism, the social legacy of events (MICE events, Olympic Games) and corporate philanthropy in tourism and events. Her research has been funded by the Economic and Social Research Council (UK), the European Union, the International Olympic Committee, regional and national tourist boards (e.g. Tourism Flanders; Visit Almaty, Kazakhstan; Discover Dominica) and Meeting Professionals International. She is on the Editorial Board of Hotel and Tourism Management, and on the International Advisory Board for the International Journal of Contemporary Tourism Research. She is Co-President of the International Sociological Association's RC50 special interest group on Tourism. She is also a board member of the Northeast chapter of the Travel and Tourism Research Association (TTRA).



**Maria João Carneiro** holds a PhD in Tourism from the University of Aveiro and is, at this University, Assistant Professor in Tourism, Vice-Director of the degree of Management and Planning in Tourism, Vice-Director of the Doctoral Program in Marketing and Strategy and researcher at the Governance, Competitiveness and Public Policies (GOVCOPP) Research Unit.

She is co-author of several papers published in peer-reviewed scientific international journals, of several book chapters and many papers integrated in proceedings of national international scientific conferences. Additionally, she was a member of the organizing and scientific committees of various international conferences. She has also participated in projects in several areas such as sustainable tourism, rural tourism, cultural tourism and social tourism. Her research interests include competitiveness of tourism destinations, consumer behavior in tourism, cultural tourism and accessible tourism.



**Scott McCabe** is Professor of Marketing and Tourism at the Nottingham University Business School, where he joined as a Lecturer in 2007.

Scott's research has focused on broader aspects of the psychology and social psychology of tourist consumer behavior and decision-making, including emotions, attitudes and choice processes, particularly in pro-social and pro-environmental tourist consumption, and responsible behavior. Scott is interested in the qualities of tourist experiences, and how they are designed and marketed. Since 2006, he has been working on a program of research on the motivations, experiences and outcomes of holiday experiences for severely disadvantaged UK consumers. Working with a range of small and large charities, his research has helped to promote the concept of 'social tourism' in the U.K., influencing policy and practice, raising public awareness and establishing a link between holidays and subjective wellbeing outcomes. His work on social tourism is recognized internationally, and he has worked alongside European colleagues and beyond to make the case for social inclusion through tourism. He has been a member of the International Sociological Association since 2004 and is the current Vice President for the Research Committee (50) on International Tourism. He is also an elected Fellow of the International Academy for the Study of Tourism and is the current co-Editor in Chief of Annals of Tourism Research.



**Trinidad Domínguez Vila** holds a degree in Business Administration and Management (2005) and Master in Tourism Management and Planning (2010) from the University of Vigo. PhD in Business Management and Management (2009) from the University of Vigo, obtaining the cum laude qualification, as well as the extraordinary PhD award with the title: "Tourism Marketing for People with Disabilities. The Accessible Tourism Product". Assistant Professor of the Department of Business Organization and Marketing (University of Vigo), since 2005. At the University of Vigo, she has taught at the Faculty of Business Sciences and Tourism, Faculty of Computing Science and Faculty of Aerospace, and she has participated in different PhD programs such as the Interuniversity of Thermal Engineering or the Integrated Business Administration. She teaches in the Master of Creation, Management and Innovation of Companies or of Tourism Management and Planning too. She collaborates with different universities, nationals and internationals. She has also given numerous training courses to institutions and private companies in the field of innovation and creativity, as well as made stays focused on the teaching field in Veracruz (Mexico) or in Izmir (Turkey). Her research activity is focused on the area of tourism marketing for people with disabilities and elderly people, the relationship between both, and their relationship with the new technologies and events through the legacy. She has published several scientific contributions in international prestige journals (Annals of Tourism Research, Tourism Management, International Journal of Hospitality Management, among others) and in national and international books. She is a reviewer in international and national journals. She has been invited as lecturer and speaker from different universities in national and international conferences, symposia or workshops. She has also directed / participated in various national competitive research projects and has made research stays in the University of Deusto (Bilbao), University of Brasilia (Brazil), University of Technology Sydney (Australia) or Dokuz Eylul University (Turkey).

## Workshop 1

## Turismo Acessível: Oportunidades e desafios



**Ana Bento** licenciou-se em História pela Faculdade de Letras da Universidade de Coimbra no ano de 2006, tendo concluído o Ramo de Formação Educacional em 2007. No ano de 2009, concluiu o Mestrado em Política Cultural Autárquica, na mesma Instituição. Entre 2009 e 2012, exerceu funções docentes. No ano de 2013, passou a desempenhar a função de Técnica Superior do Município da Lourinhã sendo responsável pelo Centro de Interpretação da Batalha do Vimeiro e, desde janeiro de 2021, é a Chefe da Divisão de Desenvolvimento Territorial do Município da Lourinhã.



**Catarina Oliveira**, 32 anos, natural do Porto, Nutricionista Estagiária e ativista pelos direitos da pessoa com deficiência no projeto do instagram @especierarasobrerodas. Um dos seus principais objetivos, é mudar mentalidades, quebrar preconceitos e tabus relacionados com as pessoas com deficiência.

É embaixadora da Associação Salvador, uma entidade que visa apoiar pessoas com deficiência motora.



**Cidália Patrício.** Com formação superior na área da gestão, desempenha funções no Departamento Comercial do Hotel Villa Batalha desde 2014 onde, desde então, tem vindo a ser reforçada a aposta no turismo inclusivo.

Com o seu modesto contributo, a unidade hoteleira tem procurado evoluir no seu entendimento naquilo que é um atendimento inclusivo, com vários investimentos nesta área, sobretudo na aquisição de alguns equipamentos e na formação e sensibilização de colaboradores.



**Leonor Teixeira** licenciou-se em Engenharia e Gestão Industrial (1997), recebeu um mestrado em Gestão da Informação (2002), e um doutoramento em Gestão Industrial na subárea de Sistemas de Informação (2008), pela Universidade de Aveiro. Atualmente é Professora Associada do Departamento de Economia, Gestão, Engenharia Industrial e Turismo (DEGEIT) da Universidade de Aveiro e investigadora no Instituto de Engenharia Eletrónica e Informática de Aveiro (IEETA). Está envolvida em vários projetos de investigação, em alguns deles, no papel de Investigadora Responsável (IR). Os seus interesses atuais de investigação incluem a Gestão Industrial em geral, e em Sistemas de Informação aplicados à Indústria de manufatura e serviços em particular. É diretora da Licenciatura em Engenharia e Gestão Industrial na Universidade de Aveiro. Tem mais de 200 publicações em revistas científicas da especialidade, capítulos de livros e papers em atas de congressos, assim como várias comunicações em conferências científicas nacionais e internacionais. Participou na organização de vários encontros científicos e integrou/integra várias comissões científicas de Conferências nacionais e internacionais. É membro associado de IIIS e da APSI/PTAIS.



**Madalena Ribeiro**, licenciada e mestre na área da tradução técnica e pós-graduada em acessibilidade universal e design for All pela Universidad Autónoma de Madrid, com formação na área de comunicação acessível, no momento exerce funções de formadora na área da comunicação e de formadora/consultora em diversos projetos ligados ao turismo acessível e atendimento a pessoas com deficiência, partilhando a sua experiência pessoal enquanto pessoa com deficiência visual congénita, utilizadora de cão-guia e com vida pessoal, social e profissional ativa e autónoma.



**Marisa Maganinho** começou inicialmente pelo Ensino da Língua Gestual Portuguesa, mas a verdade é que sempre teve um interesse muito grande pelo Turismo. Isso levou-a a criar uma Agência de Viagens que trabalha essencialmente o Turismo Acessível. Atualmente consegue conciliar ambas as áreas e lecionar na Área da Língua Gestual e do Turismo e trabalhar no âmbito do Turismo Acessível.



**Pedro Teixeira** tem um mestrado em Engenharia e Gestão Industrial (2019). Atualmente é estudante de Doutoramento no Programa Doutoral em Engenharia e Gestão Industrial, na Universidade de Aveiro. As suas principais preferências de investigação são na área dos sistemas de informação, Indústria 4.0, Turismo Acessível e investigação relacionada com soluções tecnológicas para problemas do mundo real.

**Workshop 2      Um novo olhar sobre a sustentabilidade ambiental  
no turismo: A importância da qualidade do ar**



**Alexandra Monteiro** é licenciada em Engenharia Química, mestre em Poluição Atmosférica e doutorada (2008) em Ciências Aplicadas ao Ambiente pela Universidade de Aveiro. Atualmente é Investigadora Auxiliar no Departamento de Ambiente e Ordenamento da UA. Integra desde 2000 o grupo de investigação GEMAC (Grupo de Emissões, Modelação e Alterações Climáticas) inserido no Laboratório Associado CESAM (Centro de Estudos do Ambiente e do Mar). Nos últimos anos participou em múltiplos projetos de investigação nacionais e europeus, bem como em protocolos nacionais e redes de investigação internacionais, desenvolvendo trabalho nas áreas da estimativa das emissões atmosféricas, modelação da qualidade do ar e alterações climáticas, em particular em medidas de adaptação sobre Portugal Continental. É Investigadora Responsável dos projetos nacionais de IC&DT AIRSHIP (PTDC / AAG-MAA / 1581/2014) e ARTUR (POCI-01-0145-FEDER-029374), e também a coordenadora nacional do projeto H2020 EMERGE (GA Nº 874990). Entre 2008 e 2015, paralelamente à atividade de investigação como bolsista pós-doc, foi ainda professora auxiliar convidada na Universidade de Aveiro, tendo lecionado nas áreas da poluição atmosférica e alterações climáticas, e ainda na área da energia e política energética.



**Apolónia Rodrigues**, nascida em 1973 em Aveiro, é licenciada em Gestão e Planeamento em Turismo pela Universidade de Aveiro. Defensora da causa animal e com especial carinho pelos “pequenos felinos”, sempre se apaixonou pelos desafios na criação de novos destinos e das tendências futuras do turismo sustentável.

Iniciou a sua atividade profissional na Região de Turismo de Évora em 1998, onde implementou vários projetos até 2007. É a mentora e criadora da marca destino *Dark Sky®* e *Dark Sky® Alqueva*, sendo atualmente a Presidente da Associação Dark Sky® e da Rede de Turismo de Aldeia do Alentejo. Coordena, ainda, a Rede Europeia de Sítio da Paz desde 2010. Entre 2010 e 2016 foi a co-líder da *Task Force Indicators* (NIT). Entre 2014 e 2016 foi membro da ETIS POOL of Experts, grupo criado pela *DG Grow*, Comissão Europeia, para desenvolver e testar o Sistema Europeu de Indicadores do Turismo para uma gestão de destino sustentável. Entre 2005 e 2014 foi membro do Grupo de Sustentabilidade do Turismo (TSG), grupo que criou a Agenda para o Turismo Europeu Sustentável e Competitivo, onde assumiu a co-liderança do Grupo de Trabalho Indicadores. Entre 2009 e 2013 foi membro do Comitê Consultivo Europeu do Turismo Eureka.

Recebeu já vários prémios e distinções com o seu projeto *Dark Sky® Alqueva*, em particular a distinção de *Runner Up* do Prémio Ulysses, em 2013 e o Bronze *CTW Chinese Welcome Award*, em 2019. Por sua vez, o *Dark Sky® Alqueva* recebeu também já vários prémios e distinções entre os quais um Óscar do Turismo nos *World Travel Awards*, como *Europe's Responsible Tourism Award 2019*, o *ACQ5 Global Awards* na categoria de *Company of the Year (Astrotourism)* e dois Óscars do Turismo nos *World Travel Awards*, como *Europe's Responsible Tourism Award 2020* e *Europe's Leading Tourism Project 2020*, tendo passado a fazer parte do *Sustainable Destinations Global Top 100* da *Green Destinations*.



**Vicente Bento** é fundador da *Green Stays* – um Operador Turístico focado em criar experiências sustentáveis para quem visita Portugal. Consultor nas áreas da Qualidade, Ambiente, Saúde e Segurança no Trabalho com vasta experiência em Formação e Auditoria em diversos setores de atividade, incluindo Turismo e Hotelaria. Mestre em Economia e Gestão Ambiental pela Faculdade de Economia da Universidade do Porto e Licenciado em Engenharia Ambiental pela Escola Superior de Biologia - Universidade Católica. Tem experiência internacional no Brasil, Holanda e em Moçambique, onde atualmente reside.



**Ana Moita** é licenciada em Turismo pela Escola Superior de Educação do Instituto Politécnico de Coimbra e Mestre em Gestão Estratégica de Destinos Turísticos pela Escola Superior de Hotelaria e Turismo do Estoril. Possui uma vasta experiência no setor da consultoria estratégica em turismo, com uma carreira iniciada na consultora Neoturis, e experiências nas empresas Essentia, Green Stays e Portugal Green Travel, onde foi diretora de consultoria.

Assumiu, recentemente, o cargo de gestora de projetos de destinos sustentáveis na Biosphere Portugal, sendo responsável pelos processos de certificação de destinos e pelo apoio na estruturação dos respectivos planos de sustentabilidade.

Desempenha, ainda, as funções de formadora na Escola de Hotelaria e Turismo de Coimbra.



**Ricardo Vitorino** é gestor de inovação na *Ubiwhere*, desde 2015, onde ajuda as equipas a criar soluções e funcionalidades de *smart cities* através de iniciativas europeias e projetos financiados, alinhando o desenvolvimento das mesmas com o roadmap europeu para cidades, 5G, digitalização e normalização, tendo ajudado, igualmente, a fazer da Plataforma Urbana (produto *flagship* da *Ubiwhere* para *smart cities*) um caso de sucesso da empresa a nível internacional.

Tem *background* em Engenharia Informática pela Universidade de Coimbra e é apaixonado por temas como *smart cities*, mobilidade urbana e por tentar melhorar a qualidade de vida das comunidades.

Representa a *Ubiwhere* em grupos europeus de normalização e inovação como a AIOTI, o ETSI, a ERTICO e a BDVA.

## Program | Programa

**Thursday (25 Nov.) | Quinta-feira (25 nov.)**

(Lisbon Time | Hora de Lisboa)

09:30 – 10:00	<b>Conference opening   Sessão de abertura</b>  <b>Paulo Jorge Ferreira</b> , Rector of University of Aveiro <b>Carlos Costa</b> , Head of Department (DEGEIT) <b>Celeste Eusébio</b> , University of Aveiro <b>Rita Marques</b> , Secretary of State of Tourism
10:00 – 12:30	<b>Plenary Session   Sessão Plenária</b> <i>Tourism, accessibility and inclusion: Cases, challenges and connections</i>
10:00 – 10:30	<b>Ana Garcia</b> , Accessible Portugal
10:30 – 11:00	<b>Scott McCabe</b> , Nottingham University Business School
11:00 – 11:30	<b>Celeste Eusébio</b> , University of Aveiro
11:30 – 12:00	<b>Lynn Minnaert</b> , New York University
12:00 – 12:30	<b>Discussion   Discussão</b> Chair: <b>Elisabeth Kastenholz</b> , University of Aveiro
12:30 – 14:00	<b>Lunch break   Almoço</b>
14:00 – 16:00	<b>Workshop 1 - Turismo Acessível: Oportunidades e desafios</b>
14:00 – 14:15	<b>Ana Bento</b> , Chefe de Divisão de Desenvolvimento Territorial da Câmara Municipal da Lourinhã
14:15 – 14:30	<b>Catarina Oliveira</b> , Ativista pelos direitos das pessoas com deficiência no projeto do instagram@especierarasobrerodas
14:30 – 14:45	<b>Cidália Patrício</b> , Diretora Comercial do Hotel Vila Batalha
14:45 – 15:00	<b>Madalena Ribeiro</b> , Consultora/Formadora em Acessibilidades
15:00 – 15:15	<b>Marisa Maganinho</b> , Diretora de Agência de Viagens Eu Voo
15:15 – 15:30	<b>Leonor Teixeira e Pedro Teixeira</b> , Universidade de Aveiro
15:30 – 16:00	<b>Discussion   Discussão</b> Moderadora: <b>Helena Ribeiro</b> , Turismo de Portugal
16:00 – 16:15	<b>Break   Intervalo</b>
16:15 – 18:00	<b>Parallel sessions   Sessões paralelas</b>
18:00 – 18:15	<b>Jazz Orchestra Univeristy of Aveiro   Orquestra Jazz da Universidade de Aveiro</b> <b>"Jazz Averius"</b> (Cláudio César Ribeiro) <b>"My Baby Shot Me Down"</b> (Cher / arr. Eduardo Lima) [video streaming   transmissão via vídeo]

**Friday (26 Nov.) | Sexta-feira (26 nov.)**

(Lisbon Time | Hora de Lisboa)

08:30 – 10:30	<b>Parallel sessions   Sessões paralelas</b>
10:30 -10:45	<b>Break   Intervalo</b>
10:45 – 12:45	<b>Plenary session   Sessão plenária</b> <i>Accessibility and technology: For a more inclusive tourism</i>
10:45 – 11:15	<b>Bodil Stilling Blichfeldt</b> , University of Southern Denmark
11:15 – 11:45	<b>Trinidad Domínguez Vila</b> , University of Vigo
11:45 – 12:15	<b>Maria João Carneiro</b> , University of Aveiro
12:15 – 12:45	<b>Discussion   Discussão</b> Chair: <b>Elisabete Figueiredo</b> , University of Aveiro
12:45 – 14:00	<b>Lunch break   Almoço</b>
14:00 – 16:00	<b>Workshop 2 - Um novo olhar sobre a sustentabilidade ambiental no turismo: A importância da qualidade do ar</b>
14:00 – 14:15	<b>Alexandra Monteiro</b> , Universidade de Aveiro
14:15 – 14:30	<b>Apolónia Rodrigues</b> , Presidente da Associação Dark Sky
14:30 – 14:45	<b>Vicente Bento</b> , Fundador da Green Stays
14:45 – 15:00	<b>Ana Moita</b> , Gestora de Projetos na Biosphere Portugal
15:00 – 15:15	<b>Ricardo Vitorino</b> , Gestor de Inovação na Ubiwhere
15:15 – 16:00	<b>Discussion   Discussão</b> Moderadora: <b>Ana Miranda</b> , University of Aveiro
16:00 – 16:15	<b>Break   Intervalo</b>
16:15 – 18:00	<b>Parallel sessions   Sessões paralelas</b>
18:00 – 18:45	<b>Closing sessions   Sessão de encerramento</b> <b>Varqá Carlos Jalali</b> , GOVCOPP Coordinator <b>Rui Costa</b> , GOVCOPP Tourism and Development Coordinator <b>Celeste Eusébio</b> , University of Aveiro <b>Leonor Teixeira</b> , University of Aveiro <b>Luís Araújo</b> , President of Turismo de Portugal
18:45 – 19:10	<b>Tuna Académica of the University of Aveiro</b> [video streaming   transmissão via vídeo]

## Detailed Program | Programa Detalhado

**Thursday (25 Nov.) | Quinta-feira (25 nov.)**  
 (Lisbon Time | Hora de Lisboa)

	<b>Conference opening   Abertura da conferência</b> [Session in Portuguese   Sessão em Português]
09:30 – 10:00	<b>Paulo Jorge Ferreira</b> , Rector of University of Aveiro <b>Carlos Costa</b> , Head of Department (DEGEIT) <b>Celeste Eusébio</b> , University of Aveiro <b>Rita Marques</b> , Secretary of State of Tourism <b>LINK:</b> <a href="https://youtu.be/WGirSFp4NeM">https://youtu.be/WGirSFp4NeM</a>
10:00 – 12:30	<b>Plenary session   Sessão plenária</b> <b>Tourism, accessibility and inclusion: Cases, challenges and connections</b> [Session in English and Portuguese / Sessão em Inglês e Português] <b>LINK:</b> <a href="https://youtu.be/Bi9UtBeyclU">https://youtu.be/Bi9UtBeyclU</a>
10:00 – 10:30	<b>Ana Garcia</b> , Accessible Portugal “Projeto AccessTUR – Centro de Portugal. Uma aposta no turismo acessível e na inclusão social”
10:30 – 11:00	<b>Scott McCabe</b> , Nottingham University Business School “Coping with crises? Evaluating the contribution of social tourism really to sustainability in highly seasonal destinations.”
11:00 – 11:30	<b>Celeste Eusébio</b> , University of Aveiro “Co-creation of accessible tourism experiences through web-based intelligent systems”
11:30 – 12:00	<b>Lynn Minnaert</b> , New York University “Perspectives from the no-vacation nation: tourism participation in the United States”
12:00 – 12:30	<b>Discussion   Discussão</b> <b>Chair:</b> <b>Elisabeth Kastenholz</b> , University of Aveiro
12:30 – 14:00	<b>Lunch break   Almoço</b>

	<b>Workshop 1 - Turismo Acessível: Oportunidades e desafios</b> [Session in Portuguese with interpretation in Portuguese Sign Language   Sessão em Português e com interpretação em Língua Gestual Portuguesa]
14:00 – 16:00	<b>LINK</b> <a href="https://videoconf-colibri.zoom.us/j/89907875431?pwd=dnZwek5wWWdQdWc2NWlKb1NnR3JLZz09">https://videoconf-colibri.zoom.us/j/89907875431?pwd=dnZwek5wWWdQdWc2NWlKb1NnR3JLZz09</a>
14:00 – 14:15	<b>Ana Bento</b> , Chefe de Divisão de Desenvolvimento Territorial da Câmara Municipal da Lourinhã “Os recursos acessíveis e inclusivos do Centro de Interpretação da Batalha do Vimeiro.”
14:15 – 14:30	<b>Catarina Oliveira</b> , Ativista pelos direitos das pessoas com deficiência no projeto do instagram@especierarasobrerodas “O capacitismo no turismo: quais as soluções?”
14:30 – 14:45	<b>Cidália Patrício</b> , Diretora Comercial do Hotel Vila Batalha “Turismo Inclusivo na perspetiva do Hotel Villa Batalha”
14:45 – 15:00	<b>Madalena Ribeiro</b> , Consultora/Formadora em Acessibilidades “Desafios no contacto e apoio a pessoas com deficiência visual em ambiente turístico.”
15:00 – 15:15	<b>Marisa Maganinho</b> , Diretora de Agência de Viagens Eu Voo [a definir]
15:15 – 15:30	<b>Leonor Teixeira e Pedro Teixeira</b> , Universidade de Aveiro “Plataforma Access@Tour by action: apresentação do protótipo.”
15:30 – 16:00	<b>Discussion I Discussão</b> Moderadora: <b>Helena Ribeiro</b> , Turismo de Portugal
16:00 – 16:15	<b>Break I Intervalo</b> activity 1 – yoga <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/86913091708">https://videoconf-colibri.zoom.us/j/86913091708</a> activity 2 – speed networking- <b>LINK:</b> <a href="https://us02web.zoom.us/j/82015134459?pwd=bUFLbGJ6aEpjMFIPNmtaWExGaUpxUT09">https://us02web.zoom.us/j/82015134459?pwd=bUFLbGJ6aEpjMFIPNmtaWExGaUpxUT09</a> activity 3 – jazz session <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/88255740421">https://videoconf-colibri.zoom.us/j/88255740421</a>

	<b>Parallel sessions   Sessões paralelas</b> [Sessions in English and Portuguese / Sessões em Inglês e Português]
16:15	<b>Session 1 – Technology and accessible tourism   Tecnologia e turismo acessível</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/84522299067">https://videoconf-colibri.zoom.us/j/84522299067</a>
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18:00	<b>Session 2 – Sustainability and health   Sustentabilidade e saúde</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/88456124786">https://videoconf-colibri.zoom.us/j/88456124786</a>
	<b>Session 3 – Accessibility of tourism supply   Acessibilidade da oferta turística</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/87522721879">https://videoconf-colibri.zoom.us/j/87522721879</a>
	<b>Session 4 – Inclusive tourism and people with intellectual disabilities   Turismo inclusivo e pessoas com deficiência intelectual</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/87803671110?pwd=dm9IWXQ3UmkxeWx5aW93WGxJUFdaUT09">https://videoconf-colibri.zoom.us/j/87803671110?pwd=dm9IWXQ3UmkxeWx5aW93WGxJUFdaUT09</a>
18:00	<b>Social program   Programa social</b> [video streaming   transmissão via vídeo ] <b>Jazz Orchestra Univeristy of Aveiro   Orquestra Jazz da Universidade de Aveiro</b> <b>"Jazz Averius"</b> (Cláudio César Ribeiro) <b>"My Baby Shot Me Down"</b> (Cher / arr. Eduardo Lima) <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/88109928868">https://videoconf-colibri.zoom.us/j/88109928868</a>
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18:15	

**Friday (26 Nov.) | Sexta-feira (26 nov.)**

(Lisbon Time | Hora de Lisboa)

	<b>Parallel sessions   Sessões paralelas</b> [Sessions in English and Portuguese / Sessões em Inglês e Português]
08:30	<b>Session 5 – Tourism experiences of people with disability   Experiências turísticas das pessoas com incapacidade</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/83957434149?pwd=U3krMEZUSE10ZngwdzFkb0hVSjl5UT09">https://videoconf-colibri.zoom.us/j/83957434149?pwd=U3krMEZUSE10ZngwdzFkb0hVSjl5UT09</a>
- 10:30	<b>Session 6 – Motivations and travel constraints of people with disabilities   Motivações e constrangimentos das pessoas com incapacidade</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/81378358864">https://videoconf-colibri.zoom.us/j/81378358864</a>
	<b>Session 7 – Accessibility of cultural and nature-based destinations   Acessibilidade de destinos culturais e baseados na natureza</b> <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/86223689345">https://videoconf-colibri.zoom.us/j/86223689345</a>
10:30 - 10:45	<b>Break   Intervalo</b>  activity 1 – yoga <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/87974441905">https://videoconf-colibri.zoom.us/j/87974441905</a>  activity 2 – speed networking <b>LINK:</b> <a href="https://us02web.zoom.us/j/82340307529?pwd=RHF0WEh5T2RwZnROdUpQT1F4enNrQT09">https://us02web.zoom.us/j/82340307529?pwd=RHF0WEh5T2RwZnROdUpQT1F4enNrQT09</a>  activity 3 – jazz session <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/88213351605">https://videoconf-colibri.zoom.us/j/88213351605</a>

10:45 — 12:45	<b>Plenary session I   Sessão plenária</b> <b>Accessibility and technology: For a more inclusive tourism</b> [Session in English / Sessão em Inglês] <b>LINK:</b> <a href="https://youtu.be/VjUSA5BoLoM">https://youtu.be/VjUSA5BoLoM</a>
10:45 — 11:15	<b>Bodil Stilling Blichfeldt</b> , University of Southern Denmark “Dementia-friendly tourism”
11:15 — 11:45	<b>Trinidad Domínguez Vila</b> , University of Vigo “Can you access? Accessibility of the tourism official” websites.”
11:45 — 12:15	<b>Maria João Carneiro</b> , University of Aveiro “How are we making tourism attractions accessible? Building bridges and providing new perspectives.”
12:15 — 12:45	<b>Discussion I   Discussão</b> Chair: <b>Elisabete Figueiredo</b> , Universidade de Aveiro
12:45 — 14:00	<b>Lunch break   Almoço</b>

	<b>Workshop 2 - <i>Um novo olhar sobre a sustentabilidade ambiental no turismo: A importância da qualidade do ar *</i></b> 14:00 – 16:00 [Session in Portuguese   Sessão em Português] * This workshop is organized in the scope of the research project ARTUR (POCI-01-0145-FEDER-029374). <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/86553190968">https://videoconf-colibri.zoom.us/j/86553190968</a>
14:00 – 14:15	<b>Alexandra Monteiro</b> , Universidade de Aveiro “O projeto ARTUR - O impacte da qualidade do AR na competitividade de destinos TURísticos”
14:15 – 14:30	<b>Apolónia Rodrigues</b> , Presidente da Associação Dark Sky “Dark Sky® Alqueva: o impacto da poluição atmosférica no astroturismo”
14:30 – 14:45	<b>Vicente Bento</b> , Fundador da Green Stays “O papel dos operadores turísticos na promoção de destinos mais sustentáveis.”
14:45 – 15:00	<b>Ana Moita</b> , Gestora de Projetos na Biosphere Portugal “O papel da gestão ambiental na agenda da sustentabilidade: o caso da Biosphere Portugal”
15:00 – 15:15	<b>Ricardo Vitorino</b> , Gestor de Inovação na Ubiwhere “Suiting the future of sustainable cities.”
15:15 – 16:00	<b>Discussion   Discussão</b> Moderadora: <b>Ana Miranda</b> , Universidade de Aveiro
16:00 – 16:15	<b>Break   Intervalo</b> activity 1 – yoga <a href="https://videoconf-colibri.zoom.us/j/84953153027">https://videoconf-colibri.zoom.us/j/84953153027</a> activity 2 – speed networking <a href="https://us02web.zoom.us/j/89510136071?pwd=dnF5SzNpdEV2Q1pkZ0pncDRhZFo1dz09">https://us02web.zoom.us/j/89510136071?pwd=dnF5SzNpdEV2Q1pkZ0pncDRhZFo1dz09</a> activity 3 – jazz session <a href="https://videoconf-colibri.zoom.us/j/87397493477">https://videoconf-colibri.zoom.us/j/87397493477</a>

	<p><b>Parallel sessions   Sessões paralelas</b>  [Sessions in English and Portuguese / Sessões em Inglês e Português]</p>
16:15 – 18:00	<p><b>Session 8 – Technology and competitiveness of tourism destinations   Tecnologia e competitividade dos destinos turísticos</b>  <b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/89058791610">https://videoconf-colibri.zoom.us/j/89058791610</a></p> <p><b>Session 9 – Accessibility of Tourism Destinations   Acessibilidade dos destinos turísticos</b>  <b>LINK:</b>  <a href="https://videoconf-colibri.zoom.us/j/86193266071?pwd=Rmt4QStaK1QvK05rcGk0eHUxeXRuZz09">https://videoconf-colibri.zoom.us/j/86193266071?pwd=Rmt4QStaK1QvK05rcGk0eHUxeXRuZz09</a></p> <p><b>Session 10 –Tourism and sustainable development of destinations   Turismo e desenvolvimento sustentável dos destinos</b>  <b>LINK:</b>  <a href="https://videoconf-colibri.zoom.us/j/86775130268?pwd=VXRURnYxZkhtNXI4NVp3dkJ4SFhydz09">https://videoconf-colibri.zoom.us/j/86775130268?pwd=VXRURnYxZkhtNXI4NVp3dkJ4SFhydz09</a></p>
18:00 – 18:45	<p><b>Closing Sessions   Sessão de encerramento</b>  [Session in Portuguese   Sessão em Português]</p> <p><b>Varqá Carlos Jalali</b>, GOVCOPP Coordinator  <b>Rui Costa</b>, GOVCOPP Tourism and Development Coordinator  <b>Celeste Eusébio</b>, University of Aveiro  <b>Leonor Teixeira</b>, University of Aveiro  <b>Luís Araújo</b>, President of Turismo de Portugal</p> <p><b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/84912393135">https://videoconf-colibri.zoom.us/j/84912393135</a></p>
18:45 – 19:10	<p><b>Tuna Académica of the University of Aveiro</b>  [video streaming   transmissão via vídeo]</p> <p><b>LINK:</b> <a href="https://videoconf-colibri.zoom.us/j/84912393135">https://videoconf-colibri.zoom.us/j/84912393135</a></p>

## Parallel Sessions Detailed Program

### Sessões Paralelas Programa Detalhado

**Thursday (25 Nov.) | Quinta-feira (25 Nov.)**

(Lisbon Time | Hora de Lisboa)

<b>Session 1</b>	<b>Technology and accessible tourism</b> Tecnologia e turismo acessível
<b>Chair</b>	<b>Leonor Teixeira</b> , University of Aveiro, Portugal
16:15 – 16:30	<b>Porto Gestual - Uma aplicação móvel em LGP para visitar o porto</b> <b>Ricardo Sousa Ferreira and Alexandra Matos Pereira</b>
16:30 – 16:45	<b>Tourism information and web accessibility – a case series report</b> <b>Joaquim Alvarelhão, Rui Barbosa and Ana Dias</b>
16:45 – 17:00	<b>Web accessibility in travel agencies and museums in Algarve</b> <b>José Rodrigues, Gonçalo Barriga and Manuela Rosa</b>
17:00 – 17:15	<b>Designing and instantiating a conversational assistant for accessible tourism</b> <b>Tiago Correia, Pedro Teixeira, Joana Alves, António Teixeira and Samuel Silva</b>
17:15 – 17:45	<b>Discussion   Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/84522299067">https://videoconf-colibri.zoom.us/j/84522299067</a>

<b>Session 2</b>	<b>Sustainability and health</b> Sustentabilidade e saúde
<b>Chair</b>	<b>Maria João Carneiro</b> , University of Aveiro, Portugal
16:15 – 16:30	<b>Air quality and respiratory diseases: implications on tourists' choices and behaviors</b> <b>Vítor Rodrigues, Maria João Carneiro, Celeste Eusébio, Mara Madaleno, Margarita Robaina, Carla Gama and Alexandra Monteiro</b>
16:30 – 16:45	<b>Sustainable tourism &amp; responsible consumption. a case study from Pakistan</b> <b>Hina Y. Bhatti, M. Mercedes Galan Ladero and Clementina Galera Casquet</b>
16:45 – 17:00	<b>Environmental sustainability in hotel industry: evidence from Madeira island</b> <b>António Almeida and Luiz Machado</b>
17:00 – 17:15	<b>Sustainable practices of nature tourism: A case study of the Litoral Norte Natural Park</b> <b>Ana Sofia S. C. Lima and Luís M. M. Correia</b>
17:15 – 17:45	<b>Discussion   Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/88456124786">https://videoconf-colibri.zoom.us/j/88456124786</a>

<b>Session 3</b>	<b>Accessibility of tourism supply</b> Acessibilidade da oferta turística
<b>Chair</b>	<b>Joana Lima</b> , University of Évora, Portugal
16:15 – 16:30	<b>Tourism graduates and the accessible tourism market: what competences should they have?</b> <b>Nuno Leal, Celeste Eusébio and Maria João Rosa</b>
16:30 – 16:45	<b>Challenging students “to meet” accessibility in tourism: a case study from the University of Évora</b> <b>Joana Lima, Maria do Rosário Borges, Jaime Serra and Noémia Marujo</b>
16:45 – 17:00	<b>The antecedents of co-creation in museums in the case of people with sensory impairments</b> <b>Susana Mesquita, Ana Caldeira and Maria João Carneiro</b>
17:00 – 17:15	<b>The inclusion of people with disabilities in the events market</b> <b>Juliana Viégas Pinto Vaz dos Santos, Letícia Lima and Célia Amaral</b>
17:15 – 17:45	<b>Discussion I Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/87522721879">https://videoconf-colibri.zoom.us/j/87522721879</a>

<b>Session 4</b>	<b>Inclusive tourism and people with intellectual disabilities</b> Turismo inclusivo e pessoas com deficiência intelectual
<b>Chair</b>	<b>Elisabeth Kastenholz</b> , University of Aveiro , Portugal
16:15 – 16:30	<b>Dementia and the UK’s cultural sector: improving accessibility in visitor attractions and cultural venues to help people live well after a dementia diagnosis</b> <b>Hannah Stewart, Jane Ali-Knight, Stephen Smith and Gary Kerr</b>
16:30 – 16:45	<b>Inclusive tourism and children with autism spectrum disorders (ASD): a systematic review of the literature</b> <b>Rita Conde, Isabel E. Rego, Suzana N. Caldeira, Osvaldo Silva, Áurea Sousa and Pilar Mota</b>
16:45 – 17:00	<b>It's not about the journey, but with whom you travel - people with mental disabilities and tourism</b> <b>Celeste Eusébio, Maria João Carneiro, Elisabete Figueiredo, Elisabeth Kastenholz, Joana Alves</b>
17:00 – 17:30	<b>Discussion I Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/87803671110?pwd=dm9IWXQ3UmkxeWx5aW93WGxJUFdaUT09">https://videoconf-colibri.zoom.us/j/87803671110?pwd=dm9IWXQ3UmkxeWx5aW93WGxJUFdaUT09</a>

**Friday (26 Nov.) | Sexta-feira (26 Nov.)**

(Lisbon Time | Hora de Lisboa)

<b>Session 5</b>	<b>Tourism experiences of people with disabilities</b> <b>Experiências turísticas das pessoas com incapacidade</b>
<b>Chair</b>	<b>Eugénia Devile</b> , Polytechnic Institute of Coimbra, Portugal
	<b>Are the wine routes prepared to receive visitors with disabilities?</b>
08:30 – 08:45	<b>Elisabeth Kastenholz, Diana Teresa Guimarães Lopes Cunha, Maria João Carneiro and Celeste Eusébio</b>
	<b>Family-friendly wine tourism? The challenge of child-inclusive wine terroir experiences</b>
08:45 – 09:00	<b>Rafaela Malerba, Elisabeth Kastenholz and Maria João Carneiro</b>
	<b>Accessible tourist experiences in rural destinations: the view of visitors with visual disabilities</b>
09:00 – 09:15	<b>Ana Gomes and Celeste Eusébio</b>
	<b>Sensory, Slow and Smart: A conceptual framework for accessible tourism experiences</b>
09:15 – 09:30	<b>Dora Agapito and Manuela Guerreiro</b>
09:30 – 10:00	<b>Discussion   Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/83957434149?pwd=U3krMEZUSE10ZngwdzFkb0hVSjl5UT09">https://videoconf-colibri.zoom.us/j/83957434149?pwd=U3krMEZUSE10ZngwdzFkb0hVSjl5UT09</a>

<b>Session 6</b>	<b>Motivations and travel constraints of people with disabilities</b> <b>Motivações e constrangimentos das pessoas com incapacidade</b>
<b>Chair</b>	<b>Andreia Moura</b> , Polytechnic Institute of Coimbra, Portugal
	<b>Barriers and travel facilities for tourists with disabilities</b>
08:30 – 08:45	<b>Letícia Bianca Barros de Moraes Lima and Roberto Rendeiro Martín-Cejas</b>
	<b>Participation of the blind people in recreational and tourism activities during the COVID-19 pandemic: constraints and negotiation strategies</b>
08:45 – 09:00	<b>Joana Pimentel Alves, Celeste Eusébio, Maria J. Carneiro, Susana Mesquita and Leonor Teixeira</b>
	<b>Senior travel behavior before and after retirement</b>
09:00 – 09:15	<b>Ana Pacheco, Ana Moniz and Osvaldo Silva</b>
	<b>Accessibility in hotels: needs and constraints perceived by Portuguese guests with disabilities</b>
09:15 – 09:30	<b>Jéssica Marli Alves and Celeste Eusébio</b>
	<b>Why participate in tourism activities? Travel motivations of people with disabilities</b>
09:30 – 09:45	<b>Andreia Moura, Maria Celeste Eusébio and Eugénia Devile</b>
09:45– 10:15	<b>Discussion   Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/81378358864">https://videoconf-colibri.zoom.us/j/81378358864</a>

<b>Session 7</b>	<b>Accessibility of cultural and nature-based tourism destinations</b> Acessibilidade dos destinos turísticos culturais e baseados na natureza
<b>Chair</b>	<b>Rosário Borges</b> , University of Évora, Portugal
08:30 – 08:45	<b>How to create accessible tourism routes in urban destinations for people with disabilities: the case of Aveiro city</b> <b>Inês Matos, Oksana Tymoshchuk and Celeste Eusébio</b>
08:45 – 09:00	<b>Accessible tourism destination: The case of Lake Balaton</b> <b>Janja Gabruč, Zorana Medarić and Judit Sulyok</b>
09:00 – 09:15	<b>Accessible tourism and cultural heritage: Accessibility of Machado de Castro and Leiria museums (Portugal)</b> <b>António José Pinheiro and Marco Rocha Júnior</b>
09:15 – 09:30	<b>Bairr'art project: accessible cultural tourism in COVID 19</b> <b>Ana Rodrigues, Sandra Vaz, Cristina Teixeira and Efigénio Rebelo</b>
09:30 – 10:00	<b>Discussion I Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/86223689345">https://videoconf-colibri.zoom.us/j/86223689345</a>
<b>Session 8</b>	<b>Technology and competitiveness of tourism destinations</b> Tecnologia e competitividade dos destinos turísticos
<b>Chair</b>	<b>Samuel Silva</b> , University of Aveiro, Portugal
16:15 – 16:30	<b>Smart accessibility: Improving destination competitiveness through value co-creation</b> <b>Eleni Michopoulou, Dimitrios Buhalis and Simon Darcy</b>
16:30 – 16:45	<b>Access@Tour: a platform for the promotion of accessible tourism</b> <b>Pedro Teixeira, Leonor Teixeira and Celeste Eusébio</b>
16:45 – 17:00	<b>Digitalization and social networks as an instrument to increase the visibility of emptied Spain and prevent its depopulation</b> <b>Pedro Cuesta-Valiño, Blanca García-Henche and Patricia Durán-Álamo</b>
17:00 – 17:15	<b>The Importance of Social Media to Create a Stronger City Brand Personality During Covid-19 Pandemic</b> <b>Tânia Rego, Ana Isabel Moniz and Osvaldo Silva</b>
17:15 – 17:45	<b>Discussion I Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/89058791610">https://videoconf-colibri.zoom.us/j/89058791610</a>

<b>Session 9</b>	<b>Accessibility of tourism destination</b> Acessibilidade dos destinos turísticos
<b>Chair</b>	<b>Elisabete Figueiredo</b> , University of Aveiro, Portugal
16:15 – 16:30	<b>How diverse is the accessibility level of the tourist entertainment companies?</b> <b>The case of Portugal</b> <b>Liliana Saraiva and Celeste Eusébio</b>
16:30 – 16:45	<b>The potentialities of Accessible Tourism at the municipality of Esposende (Portugal)</b> <b>Lilian Gavioli, Paula Cristina Remoaldo and Paulo Reis Mourão</b>
16:45 – 17:00	<b>A Acessibilidade no Património da Rede de Castelos e Muralhas do Mondego: Diagnóstico e Contributos</b> <b>Paula Lamego and Eugénia Devile</b>
17:00 – 17:15	<b>Nível de acessibilidade da oferta turística: uma revisão sistemática da literatura</b> <b>Tomo Valeriano, Celeste Eusebio and Eugenia Devile</b>
17:15 – 17:30	<b>New paradigms of accessible cultural tourism: digital spaces of the tourist routes of Portimão and Loulé</b> <b>Ana Rodrigues, Manuela Rosa and Efigénio Rebelo</b>
17:30 – 18:00	<b>Discussion I Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/86193266071?pwd=Rmt4QStaK1QvK05rcGk0eHUxeXRuZz09">https://videoconf-colibri.zoom.us/j/86193266071?pwd=Rmt4QStaK1QvK05rcGk0eHUxeXRuZz09</a>

<b>Session 10</b>	<b>Tourism and sustainable development of destinations</b> Turismo e desenvolvimento sustentável dos destinos
<b>Chair</b>	<b>Filipa Brandão</b> , University of Aveiro, Portugal
16:15 – 16:30	<b>Cycling tourism and cross-border cooperation: the case of the Chaves-Verín Eurocity</b> <b>Ana Malta, Zélia Breda and Ana Filipa Brandão</b>
16:30 – 16:45	<b>Intentions of online visits to cultural attractions: a quasi-experimental approach based on different pandemic-related scenarios</b> <b>Ana Caldeira</b>
16:45 – 17:00	<b>The impacts of geotourism on local communities: the case of Alvarenga village in Arouca Geopark, Portugal</b> <b>Sofia Cardoso, Susana Lima, Andreia Moura and Eugénia Devile</b>
17:00 – 17:15	<b>Promoting tourism sustainability through intangible cultural routes: Funchal Case Study</b> <b>Arturo Sousa</b>
17:15 – 17:45	<b>Discussion I Discussão</b>
<b>Link</b>	<a href="https://videoconf-colibri.zoom.us/j/86775130268?pwd=VXRURnYxZkhtNXI4NVp3dkJ4SFhydz09">https://videoconf-colibri.zoom.us/j/86775130268?pwd=VXRURnYxZkhtNXI4NVp3dkJ4SFhydz09</a>

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## Partners | Parceiros



## Orquestra de Jazz da Universidade de Aveiro

**Voz:** Alice Vieira, Ana Rita Coelho, Simone Toito

**Flauta:** Ana Semblano

**Flauta/Flautim:** Maria de Fátima Dias

**Flauta Alto:** Leandra Machado

**Clarinete:** Miriam Trindade

**Saxofone Soprano:** João Correia

**Saxofone Alto:** Maria João Leite

**Trompete:** Bruno Rodrigues, Daniel Pinto, João Fernandes

**Trompa:** Diogo Cordeiro

**Eufónio:** Diogo Silva, Miguel Felisberto

**Trombone Baixo:** Eduardo Lima

**Violoncelo:** Sandro Marcondes

**Guitarra Elétrica:** Cláudio César Ribeiro, João Seixo

**Baixo Elétrico/Contrabaixo:** Vasco Lourenço

**Piano:** Ângela Lopes, Gabriel Moreira, Ricardo Costa

**Bateria:** David Almeida

**Direção Musical:** Prof. João Martins

**Edição áudio:** João Martins

**Captação e Edição vídeo:** Serviço de Apoio aos Recursos Audiovisuais do DeCA