

**ENTER 2020 Conference**  
**“Responsible eTourism”**  
Surrey, United Kingdom, January 8-10, 2020

**Call for Papers**

Organized by **the International Federation for Information Technology and Travel & Tourism (IFITT)**, the annual ENTER conference provides a unique venue for researchers, industry representatives, government officials, students and entrepreneurs to come together and share, discuss and challenge the latest developments in information technology in the fields of travel and tourism. With the theme **“Responsible eTourism”** the ENTER 2020 conference will focus on exploring ways technology can be used to ensure a positive impact of tourism on society, environment, and economy.

The ENTER 2020 research track is divided into three major topics that all contribute to our capabilities in developing more responsible information and communication technology (ICT) in tourism: Tourism Business and Technology; Governance, Sustainability and Education; and Computer Science and Information Systems. We call for the latest research and case studies on emergent and cutting-edge ICT concepts, applications, and business models to be shared in the conference.

Issues to be covered at the conference include, but are not limited to, the following areas in the travel and tourism context:

**Tourism Business and Technology**

- Responsible ICT in Tourism
- ICT and Tourism Experience
- Augmented and Virtual Reality
- Platform Economy
- Website Design and Evaluation
- Digital Marketing and Social Media Strategies
- Digital Distribution and Social Selling
- Social Networking, Social Media and Social Inspiration
- Gaming and Gamification
- ICT Adoption and Value Creation
- E-strategy and eBusiness Models
- ICT for Innovation and Service Design
- Digital Nomads
- Consumer Behaviour in Digital Space
- Robotics and Automation in Travel and Hospitality

**Governance, Sustainability and Education**

- ICT for Regional Development and Sustainability
- Advanced Distribution Systems and Strategies, Dynamic Packaging
- ICT-enabled Partnership and Collaboration
- E-Learning, Life-long Learning and MOOCs
- E-Government and Public Policy in Tourism
- Digital Divide and Socio-economic Development
- Privacy and Internet Security
- Legal, Ethical and Social Aspects of ICT

**Computer Science and Information Systems**

- Big Data and Large-scale Systems
- Artificial Intelligence, Machine Learning and Deep Learning
- Fairness, Transparency and Responsibility in Algorithms
- Data Mining, Analytics and Measurement
- Text and Concept Mining, Sentiment Analysis
- Recommender Systems and Personalization
- User Modeling and Decision Making
- Human-computer Interaction
- Emotions and Personality-based Systems
- Social Network Analysis
- Location-based Services and Context-Aware Systems
- Mobile Services and Wearables
- Semantic Web, Tourism Ontologies and Linked Open Data
- Data Standards and Data Integration
- Travel Information Search and Retrieval
- Internet-of-Things
- Smart Destinations
- Travel Chatbots
- Blockchain and Other Emerging Technologies

## Location



The 27<sup>th</sup> edition of ENTER will take place at the University of Surrey, approximately 40 miles southwest of London, UK. The University of Surrey is a global community of ideas and people, dedicated to life-changing education and research, and ranked as a top five program for hospitality and tourism management by the Shanghai Global Rankings 2018. Within the University of Surrey, the Digital Visitor Economy Research Group is dedicated to researching, endorsing, and advocating the power of information technology and digital media in the visitor economy. The University of Surrey is located just 10 minutes' walk from the centre of the Town of Guildford, offering a vibrant blend of entertainment, culture and history. With excellent road and rail links, and close proximity to Heathrow and Gatwick airports, delegates and guests can gather in Guildford with great ease. Although London is less than 40 miles away and approximately 30 minutes by train, the area is surrounded by rolling countryside and picturesque villages.

## Submission and Review Process

We invite research papers across the widest spectrum of Information and Communication Technologies in Travel and Tourism to be presented at the ENTER 2020 conference. All submissions to the research track are rigorously evaluated for novelty, significance, and soundness in a double-blind peer review process. Papers should clearly state the background, introduction, purpose, theory, methodology, results, conclusions, and be fully referenced with appropriate citations.

Submission types are **full papers** presenting major contributions to the field, **research notes** presenting highly promising findings not developed enough at the scale of a full paper, **demonstration (demo) systems** showcasing research prototypes or commercial systems and **late-breaking results (LBR)** presenting research-in-progress and innovative ideas.

Further details about paper preparation and submission will be provided soon! To keep up to date please register for IFITT newsletter at <https://www.ifitt.org/>, follow us on Facebook (<https://www.facebook.com/ifittorg/>), Twitter (<https://twitter.com/IFITTorg>), and LinkedIn (<https://www.linkedin.com/company/ifitt/>).

## **Paper Submission Schedule**

### **Full Papers**

Submission closes: July 15, 2019

Notification of acceptance/rejection/revision: September 2, 2019

Deadline to submit revised version: September 16, 2019

Final acceptance: September 26, 2019

### **Research Notes, Demo Papers and Late-Breaking Results**

Submission closes: September 16, 2019

Notification of acceptance/rejection/revision: October 14, 2019

Deadline to submit revised version: October 21, 2019

Final acceptance: October 28, 2019

End of Early Bird registration: November 8, 2019

Registration deadline for authors to be included in the conference proceedings: tba

Conference: January 8-10, 2019

Conference organizers reserve the right to modify the paper submission schedule.

## **Research Track Chairs**

Thank you for your interest in the ENTER 2020 conference. We are looking forward seeing you in Surrey in January 2020!

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