

Smart Innovation, Systems and Technologies 384

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# Advances in Tourism, Technology and Systems

Selected Papers from ICOTTS 2023,  
Volume 2

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# **Smart Innovation, Systems and Technologies**

Volume 384

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# Preface

This book—*Advances in Tourism, Technology and Systems: Selected Papers from ICOTTS 2023, Volume 2*—from the SIST Series is composed of the best-selected papers accepted for presentation and discussion at the 2023 International Conference on Tourism, Technology and Systems (ICOTTS'23). The ICOTTS is a multidisciplinary conference with a special focus on new technologies and systems in the tourism sector and was held between 2 and 4 November 2023. The ICOTTS'23 was supported by the Anáhuac University, Bacalar, Mexico, and by the International Association for Digital Transformation and Technological Innovation (IADITI).

The International Conference on Tourism, Technologies and Systems is an international forum for researchers and professionals in the tourism sector, which enables the discussion of the latest innovations, trends and concerns in several areas, in the tourism sector, associated with Information Technologies and Systems. It is an event for professionals in the sector, in search of technology solutions, where academics, IT experts and business managers meet to discuss new ideas that help them maximize the potential of tourism business through technology.

The ICOTTS'23 Scientific Committee is composed of a multidisciplinary group of 140 experts who assessed some 298 papers from 24 countries, received for each of the main topics proposed for the conference: (a) Tourism research in providing innovative solutions to social problems; (b) information and communication technologies in hospitality and tourism industry; (c) sustainable tourism; (d) tourism trends; (e) health and wellness tourism; (f) tourism management; (g) marketing strategies in hospitality and tourism industry; (h) hospitality, tourism and foodservice environment; (i) tourism in the different scientific areas; and (j) eTourism and Tourism 2.0.

The papers accepted for presentation and discussion at the conference are published by Springer and will be submitted for indexing by ISI, SCOPUS, EI-Compendex, Google Scholar and Springerlink.

We thank all those who contributed to the ICOTTS'23 conference (authors, committees, workshop organizers and sponsors). We deeply appreciate your involvement and support, which were crucial to the success of the conference.

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