

Preface

This book—*Advances in Tourism, Technology and Systems Volume 2*—from the SIST Series is composed of the best selected papers accepted for presentation and discussion at the 2021 International Conference on Tourism, Technology and Systems (ICOTTS'21). ICOTTS is a multidisciplinary conference with a special focus on new technologies and systems in the tourism sector and was held between November 4 and 6, 2021. ICOTTS'21 was supported by the University of Cartagena, in Cartagena de Indias, Colombia, and by 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'21 Scientific Committee is composed of a multidisciplinary group of 137 experts who assessed some 245 papers from 22 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; (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 ICOTTS'21 (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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