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Smart City Hospitality

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DISCOVER YOUR WORLD

OVERTOURISM

Overtourism is a social problem, not a tourism-only problem

Need to incorporate different stakeholder perspectives into a transformational tourism strategy that benefits residents and visitors

Koens, K., Postma, A., & Papp, B. (2018). Is Overtourism Overused? Understanding the Impact of Tourism in a City Context. *Sustainability*, 10(12), 4384.
<https://doi.org/10.3390/su10124384>

Smart Hospitality

SCITHOS framework as the basis

Create understanding of complexity of tourism system

Stimulate 'deep reflections' among different stakeholders



ACTOR MODEL & SYSTEM DYNAMIC MODEL



SCITHOS CHALLENGE as living lab



A vibrant street scene in Amsterdam, featuring a blue and white tram on tracks, a large crowd of pedestrians, and cyclists. Historic European architecture lines the street, with various shop signs visible. The scene is captured from a slightly elevated perspective, showing the flow of urban traffic and the density of the city.

SCITHOS CHALLENGE On Tour:

Coming to Amsterdam!

9 January and 28 February 2019

www.scithos.eu