



Tourism & Hospitality: Climate Change, Geo-political Conflicts & Crisis Management

(An outcome of 14th India International Hotel, Travel &
Tourism Research Conference 2024)

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Batch 2021-25
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06th – 07th March, 2024

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28th February, 2024



MESSAGE

The hospitality and tourism industry plays a crucial role in driving economic growth and development worldwide. As one of the largest and fastest-growing sectors, it generates significant revenue, creates employment opportunities, and stimulates investment across various segments of the economy.

In India, the hospitality and tourism industry has been a key driver of economic activity, contributing substantially to the GDP, foreign exchange earnings, and job creation. Post the pandemic the industry is back on track with tourism growing, but it is still posed with various challenges. Be it climate change or even geopolitical conflicts.

Climate change can affect every aspect of the operations of the tourism and hospitality Industry. From destination viability to customer preferences. In response to these challenges, the hospitality and tourism industry must embrace sustainability as a core principle and integrate climate resilience into its business practices. Sustainability is not just a desirable option; it is an imperative. The industry cannot afford to compromise the very resources upon which livelihoods depend. From reducing carbon emissions and conserving water resources to supporting local economies and safeguarding cultural heritage, the principles of sustainability permeate every aspect of operations.

Geopolitical Conflicts also have an impact on the tourism and hospitality industry. Political instability, terrorism, and civil unrest deter tourists and disrupt business operations. Conflict zones experience damage to infrastructure, transportation networks, and heritage sites, hindering

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..... Continuation Sheet

tourism development. Conducting thorough risk assessments, developing contingency plans, and investing in resilient practices can mitigate the impact of climate-related disasters and geopolitical tensions.

In an era marked by environmental uncertainty and geopolitical turbulence, the hotel and tourism industry must adapt to mitigate risks, foster resilience, and promote sustainable practices. Embracing digital technologies and online platforms can also enhance the competitiveness and efficiency of the hospitality and tourism industry in India.

Throughout the conference, delegates will have the opportunity to engage in thought-provoking discussions, share best practices, and learn from each other's experiences.

As you embark on this journey together, remember that sustainability is not merely a destination but a continuous journey of improvement and adaptation. You have an opportunity to reimagine the face of tourism in India in a manner that is future-ready and sustainable.

My congratulations to Banarsidas Chandiwala Institute of Hotel Management and Catering Technology on conducting workshop on such a relevant topic, Climate Change, Geo-political Conflicts and Crisis Management in Tourism and Hospitality.

I am sure the conference will start a healthy dialogue. I do believe that the conference aims at bringing together Industry managers, tourism and hospitality experts and researchers. This will certainly help in exchanging ideas and learnings, positively contributing in developing ideas and strategies for sustainable tourism and hospitality.

My Best Wishes for the conference!

Prof. (Dr.) Mahesh Verma

Message



I extend my warmest greetings to each and every one of you joining for this conference from different parts of the world. On behalf of Euro Asia Tourism Studies Association as co-organizer of the conference, I am honored to welcome you all to this conference.

In these unprecedented times, the importance of coming together, to discuss pressing issues facing our industry has never been more evident. It is a unique opportunity to delve into the theme of "Climate change, Geo-political Conflicts and Crisis Management in Tourism & Hospitality" and explore a wide range of sub-themes that are crucial to our collective understanding and progress.

While we had hoped to gather in person in the vibrant setting of India, I want to extend my sincerest apologies for not being able to be physically present with you all in India. However, I assure you that I am with you in spirit, and I hope that our virtual interactions will be just as meaningful and impactful. India, with its rich cultural heritage and dynamic tourism landscape, serves as an ideal backdrop for our discussions on tourism and hospitality. I deeply regret not being able to experience the beauty and warmth of India firsthand during this conference. Nevertheless, I am grateful for the opportunity to participate in this virtual capacity and look forward to the day when we can meet face to face once again. As we embark on this journey together, I am confident that all the discussions during the conference will lead to actionable outcomes and pave the way for a more resilient and sustainable future for tourism and hospitality.

I would like to express my sincere gratitude to the Banarsidas Chandiwala Institute of Hotel Management & Catering Technology Organizing Committee, especially to Dr. Arvind Kumar Saraswati, for graciously hosting this conference and to all our esteemed speakers, moderators and participants for their invaluable contributions. Your expertise, insights, and dedication are the driving force behind this conference, and I have no doubt that together, we will make meaningful strides towards realizing peace and prosperity on tourism worldwide.

Thank you for your attention, and I wish you all a productive and enriching conference experience.

Dr. Kevser ÇINAR
President- Euro Asia Tourism Studies Association (EATSA)

A handwritten signature in blue ink, appearing to read 'R.K. Chandari', is written over the printed name and title.

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Message



Dear Delegates,

It gives me great pleasure to welcome you to 14th India International Hotel, Travel and Tourism Research Conference 2024. Over the years, the Conference has made a significant place in the field of Tourism, Travel and Hospitality Industry and is inviting interest among the Researchers and Practitioners from Tourism and Hospitality together to share experiences, opinions and examine trends and innovative practices of this field. The real strength of the Conference has been its research based comprehensive coverage of certain timely, crucial and challenging issues of the Tourism and Hospitality Industry.

The Conference provides the distinctive opportunity to share the knowledge of the experts and addresses the task by bringing together a collection of research papers that investigate and explore the scope and trends in Tourism, Travel and Hospitality Industry.

I am confident that the research insights and thought leadership emerging from this innovative initiative will be of great value to the Indian Travel, Tourism and Hospitality Industry in its quest to identify global best practices and secure a competitive advantage.

I believe that the Conference will enlighten the participants and stake holders to get an insight into the challenges and opportunities lying ahead due to the rapid changing environment, practices, trends.

I thank all the researchers and presenters for their excellent cooperation and contribution to the Tourism and Hospitality field. We hope that you would appreciate the efforts of the Researchers.

We would like to thank all those who assisted with this Conference, especially our organizing team and the supporting staff, without whom, this would not have been possible.

Once again, a very warm welcome to Delhi. Hope you have an intellectually stimulating experience and a pleasant stay.


Prof. R. K. Bhandari
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