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Technology: ENTER2020 Special Issue of eRTR.

ENTER2020 – the 27th annual international eTourism Conference – featured cutting-edge research and industry case studies on the application of Information and Communication Technologies (ICT) in travel and tourism. Organized by the International Federation for IT and Travel & Tourism (IFITT), ENTER2020 was held at the University of Surrey in Guildford, UK, from January 8 to 10th, 2020. This year’s conference theme, “*Responsible eTourism*” focused on exploring the ways technology can be used to ensure a positive impact of tourism on society, environment, and economy. This special issue includes nine research notes, three late breaking results papers and one demo paper organized around the theme of Technology.

Key words: ENTER2020 research notes; late-breaking results; robots; artificial intelligence; VR and Immersive environments; personalization; mobile apps; travel futures; recommender systems

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This special issue of the *e-Review of Tourism Research* marks the 11th year of collaboration between eRTR and ENTER conference. Since the ENTER2010 conference, eRTR has served as a platform for publishing short papers and research notes presented at the ENTER conference. Building on the success of last year’s first eRTR dedicated special issue

(Pesonen, Neidhardt, Paris, 2019), this year four thematic special issues have been published. In addition to Research Notes, this year was two new types of ENTER submissions were invited: Late-Breaking Results (original, research-in-progress papers) and demos (showcasing research prototypes or commercial systems). Additionally, each of the four special issues features an Emerging Scholar of Distinction from the IFITT/ENTER community.

The research track of ENTER2020 covered a diverse range of research within the area of ICT and tourism. After a rigorous review process, accepted full research papers were published by Springer International Publishing (Neidhart & Wörndl, 2019), whereas accepted research notes, late breaking results, and demo papers were published in four thematic special issues of eRTR. While still maintaining a broad topic of ICT applications in travel and tourism, the papers presented in this eRTR special issue focus, in particular, robots, AI, VR, mobile apps, recommender systems, personalisation, and travel futures. Combined the research notes and short papers present new and highly promising research or applications in the eTourism field.

We greatly appreciate the considerable time put in by all members of the ENTER2020 Scientific Committee who helped to ensure high quality content of the research papers. We are also thankful to the ENTER2020 Overall Chairs- Juho Pesonen and Anyu Liu, the IFITT President- Iis Tussyadiah, other ENTER2020 organizers, the IFITT Board, and all members of IFITT for their support and for accommodating the many inquiries made while managing the research track. The success and continuity of the eleven years of collaboration between the IFITT-eTourism Community and eRTR are attributed to the hard work and dedication of the ENTER conference chairs, reviewers, authors, and the eRTR team.

Finally, we would also like to thank all authors for their willingness to disseminate their latest research at ENTER2020. This conference and this special issue would not be possible without their efforts.

References

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