The International Journal of Hospitality Management discusses major trends and developments in a variety of disciplines as they apply to the hospitality industry. The range of topics covered by the journal includes:

- Human resources management;
- Consumer behaviour and marketing;
- Business forecasting and applied economics;
- Operational management;
- Strategic management;
- Financial management;
- Planning and design;
- Information technology and e-commerce;
- Training and development;
- Technological developments;
- National and international legislation.

The journal also contains research papers, state-of-the-art reviews and analyses of business practice within the industry.

Benefits to authors
We also provide many author benefits, such as free PDFs, a liberal copyright policy, special discounts on Elsevier publications and much more. Please click here for more information on our author services.

Please see our Guide for Authors for information on article submission. If you require any further information or help, please visit our Support Center.

AUDIENCE
Researchers and Practitioners involved in both the hospitality and tourism industry, including related areas such as education and training, human resources management, financial management, national and international legislation.
IMPACT FACTOR

2018: 4.465 © Clarivate Analytics Journal Citation Reports 2019

ABSTRACTING AND INDEXING

Journal of Travel Research
PIRA
Documentation Touristique
Leisure, Recreation and Tourism Abstracts
Lodging and Restaurant Index
Scopus
CIRET (International Center for Research and Study on Tourism)
Cabell's Directory of Publishing Opportunities in Marketing
Social Sciences Citation Index

EDITORIAL BOARD

Editor in Chief
Manuel Rivera, University of Central Florida Rosen College of Hospitality Management, 9907 Universal Boulevard, Orlando, Florida, 32819-8701, United States

Emeritus Editor
Abraham Pizam, University of Central Florida Rosen College of Hospitality Management, 9907 Universal Boulevard, Orlando, Florida, 32819-8701, United States

Managing Editor
Valeriya Shapoval, University of Central Florida, Orlando, Florida, 32816-2368, United States

Coordinating Editors
Faizan Ali, University of South Florida - Sarasota-Manatee, Sarasota, Florida, United States
Albert Assaf, University of Massachusetts Amherst, Amherst, Massachusetts, United States
Ki-Joon Back, University of Houston, Houston, Texas, United States
Eric Chan, The Hong Kong Polytechnic University, Hong Kong, China
Wilco Chan, The Hong Kong Polytechnic University, Hong Kong, China
Ming-Hsiang Chen, Washington State University, Pullman, Washington, United States
Basak Denizci-Guiliet, The Hong Kong Polytechnic University, Hong Kong, China
Nazmiye Erdogan, Baskent University, Ankara, Turkey
Tomás F. Espino-Rodríguez, University of Las Palmas de Gran Canaria, Gran Canaria, Canary Islands, Spain
Heesup Han, Sejong University, Seoul, Korea, Republic of
Murat Hancer, University of Central Florida, Orlando, Florida, United States
Alice H Y Hon, The Hong Kong Polytechnic University, Hong Kong, China
Sunghyup Sean Hyun, Pusan National University Department of Tourism and Convention, Busan, Korea, Republic of
Peter BeomCheol Kim, Auckland University of Technology, Auckland, New Zealand
Murat Kizildag, University of Central Florida Rosen College of Hospitality Management, Orlando, Florida, United States
Jin Soo Lee, The Hong Kong Polytechnic University, Hong Kong, China
Chihyung Ok, Temple University, Washington, District of Columbia, United States
Heejung Ro, University of Central Florida, Orlando, Florida, United States
Richard N. S. Robinson, University of Queensland, Brisbane, Queensland, Australia
Wesley S Roehl, Temple University, Philadelphia, Pennsylvania, United States
Kisang Ryu, Sejong University, Seoul, Korea, Republic of
Amir Shani, Ben-Gurion University of the Negev, Be’er Sheva, Israel
Manisha Singal, Virginia Polytechnic Institute and State University, Blacksburg, Virginia, United States
Kayhan Tajeddini, Lund University, Lund, Sweden
Rhodri Thomas, Leeds Beckett University, Leeds, United Kingdom
Karin Weber, The Hong Kong Polytechnic University, Hong Kong, China
IpKin Anthony Wong, Sun Yat-Sen University School of Tourism Management, Zhubai, China
Jen-Te Yang, National Kaohsiung University of Hospitality and Tourism, Kaohsiung, Taiwan

Editorial Board
Billy Bai, University of Nevada Las Vegas, Las Vegas, Nevada, United States
Paulina Bohdanowicz, Hilton UK Hotels Ltd, Watford, United Kingdom
David Bojanic, University of Texas at San Antonio, San Antonio, Texas, United States
Noone Breffni, Pennsylvania State University, University Park, Pennsylvania, United States
Michael Dalbor, University of Nevada Las Vegas, Las Vegas, Nevada, United States
Margaret Deery, University of Surrey, Guildford, United Kingdom
Robin DiPietro, University of South Carolina, Columbia, South Carolina, United States
Francisco Garcia Rodriguez, University of La Laguna, La Laguna, Spain
Chris Guiding, Griffith University - Gold Coast Campus, Southport, Queensland, Australia
Dogan Gursoy, University of Texas at San Antonio, Pullman, Washington, United States
Robert Harjumets, University of Arkansas Fayetteville, Fayetteville, Arkansas, United States
Nigel Hemmington, Auckland University of Technology, Auckland, New Zealand
Aviad Israeli, Kent State University, Kent, Ohio, United States
SoCheong Jang, Purdue University, West Lafayette, Indiana, United States
Osman Karatepe, Eastern Mediterranean University, Gazimagusa, Cyprus
Hyunjoon Kim, Dong-A University, Busan, Korea, Republic of
Woody Kim, Florida State University, Tallahassee, Florida, United States
David Kirk, Queen Margaret University Edinburgh, Musselburgh, United Kingdom
Salih Kusluvan, Istanbul Medeniyet University, Istanbul, Turkey
Riadh Ladhari, Laval University, Quebec, Quebec, Canada
Conrad Lashley, Nottingham Trent University, Nottingham, United Kingdom
Rob Law, The Hong Kong Polytechnic University, Hong Kong, China
Darren Lee-Ross, James Cook University - Cairns Campus, Cairns, Queensland, Australia
Seoki Lee, Pennsylvania State University, University Park, Pennsylvania, United States
Ingrid Lin, University of Hawaii at Manoa, Honolulu, Hawaii, United States
Rosemary Lucas, Manchester Metropolitan University, Manchester, United Kingdom
Melih Madanoglu, Florida Atlantic University, Boca Raton, Florida, United States
Vincent Magnini, Virginia Tech University Department of Hospitality and Tourism Management, Blacksburg, Virginia, United States
Anna Mattila, Pennsylvania State University, University Park, Pennsylvania, United States
Jamie Murphy, University of Eastern Finland, JOENSUU, Finland
Peter O’Connor, ESSEC Business School, Cergy Pontoise, France
Haemoon Oh, University of Massachusetts Amherst, Amherst, Massachusetts, United States
Andrea Osimani, Polytechnic University of Marche, Ancona, Italy
Carlos Pestana Barros, University of Lisbon, Lisbon, Portugal
Arie Reichel, Ben-Gurion University of the Negev, Be’er Sheva, Israel
Dennis Reynolds, Washington State University, Pullman, Washington, United States
Michael Riley, University of Surrey, Guildford, United Kingdom
Angela Roper, University of Surrey, Guildford, United Kingdom
Ray Schmidgall, Michigan State University, East Lansing, Michigan, United States
Zvi Schwartz, Virginia Tech University Department of Hospitality and Tourism Management, Blacksburg, Virginia, United States
Stowe Shoemaker, University of Nevada Las Vegas, Las Vegas, Nevada, United States
Mariani Sigala, University of South Australia Business School, Adelaide, Australia
Judy Sigauw, Cornell University School of Hotel Administration, New York, New York, United States
Juan Tari, University of Alicante, Alicante, Spain
Mustafa Tepeci, Manisa Celal Bayar University, Manisa, Turkey
Mark Testa, San Diego State University, San Diego, California, United States
Gary Thompson, Cornell University School of Hotel Administration, New York, New York, United States
Giampaolo Viglia, University of Portsmouth, Portsmouth, United Kingdom
Youcheng Wang, University of Central Florida, Orlando, Florida, United States
Pamela Weaver, Virginia Polytechnic Institute and State University, Blacksburg, Virginia, United States
Anastasios Zopiatis, Cyprus University of Technology, Lemesos, Cyprus
Your Paper Your Way
We now differentiate between the requirements for new and revised submissions. You may choose to submit your manuscript as a single Word or PDF file to be used in the refereeing process. Only when your paper is at the revision stage, will you be requested to put your paper in to a 'correct format' for acceptance and provide the items required for the publication of your article.

To find out more, please visit the Preparation section below.

Submission checklist
You can use this list to carry out a final check of your submission before you send it to the journal for review. Please check the relevant section in this Guide for Authors for more details.

Ensure that the following items are present:

One author has been designated as the corresponding author with contact details:
• E-mail address
• Full postal address

All necessary files have been uploaded:
Manuscript:
• Include keywords
• All figures (include relevant captions)
• All tables (including titles, description, footnotes)
• Ensure all figure and table citations in the text match the files provided
• Indicate clearly if color should be used for any figures in print

Graphical Abstracts / Highlights files (where applicable)
Supplemental files (where applicable)

Further considerations
• Manuscript has been 'spell checked' and 'grammar checked'
• All references mentioned in the Reference List are cited in the text, and vice versa
• Permission has been obtained for use of copyrighted material from other sources (including the Internet)
• A competing interests statement is provided, even if the authors have no competing interests to declare
• Journal policies detailed in this guide have been reviewed
• Referee suggestions and contact details provided, based on journal requirements

For further information, visit our Support Center.

BEFORE YOU BEGIN

Ethics in publishing
Please see our information pages on Ethics in publishing and Ethical guidelines for journal publication.

Declaration of interest
All authors must disclose any financial and personal relationships with other people or organizations that could inappropriately influence (bias) their work. Examples of potential competing interests include employment, consultancies, stock ownership, honoraria, paid expert testimony, patent applications/registrations, and grants or other funding. Authors must disclose any interests in two places: 1. A summary declaration of interest statement in the title page file (if double-blind) or the manuscript file (if single-blind). If there are no interests to declare then please state this: 'Declarations of interest: none'. This summary statement will be ultimately published if the article is accepted. 2. Detailed disclosures as part of a separate Declaration of Interest form, which forms part of the journal's official records. It is important for potential interests to be declared in both places and that the information matches. More information.

Submission declaration and verification
Submission of an article implies that the work described has not been published previously (except in the form of an abstract, a published lecture or academic thesis, see 'Multiple, redundant or concurrent publication' for more information), that it is not under consideration for publication elsewhere, that
its publication is approved by all authors and tacitly or explicitly by the responsible authorities where
the work was carried out, and that, if accepted, it will not be published elsewhere in the same form, in
English or in any other language, including electronically without the written consent of the copyright-
holder. To verify originality, your article may be checked by the originality detection service Crossref
Similarity Check.

Use of inclusive language
Inclusive language acknowledges diversity, conveys respect to all people, is sensitive to differences,
and promotes equal opportunities. Articles should make no assumptions about the beliefs or
commitments of any reader, should contain nothing which might imply that one individual is superior
to another on the grounds of race, sex, culture or any other characteristic, and should use inclusive
language throughout. Authors should ensure that writing is free from bias, for instance by using 'he
or she', 'his/her' instead of 'he' or 'his', and by making use of job titles that are free of stereotyping
(e.g. 'chairperson' instead of 'chairman' and 'flight attendant' instead of 'stewardess').

Changes to authorship
Authors are expected to consider carefully the list and order of authors before submitting their
manuscript and provide the definitive list of authors at the time of the original submission. Any
addition, deletion or rearrangement of author names in the authorship list should be made only
before the manuscript has been accepted and only if approved by the journal Editor. To request such
a change, the Editor must receive the following from the corresponding author: (a) the reason
for the change in author list and (b) written confirmation (e-mail, letter) from all authors that they
agree with the addition, removal or rearrangement. In the case of addition or removal of authors,
this includes confirmation from the author being added or removed.

Only in exceptional circumstances will the Editor consider the addition, deletion or rearrangement of
authors after the manuscript has been accepted. While the Editor considers the request, publication
of the manuscript will be suspended. If the manuscript has already been published in an online issue,
any requests approved by the Editor will result in a corrigendum.

Article transfer service
This journal is part of our Article Transfer Service. This means that if the Editor feels your article is
more suitable in one of our other participating journals, then you may be asked to consider transferring
the article to one of those. If you agree, your article will be transferred automatically on your behalf
with no need to reformat. Please note that your article will be reviewed again by the new journal.
More information.

Copyright
Upon acceptance of an article, authors will be asked to complete a 'Journal Publishing Agreement' (see
more information on this). An e-mail will be sent to the corresponding author confirming receipt of
the manuscript together with a 'Journal Publishing Agreement' form or a link to the online version
of this agreement.

Subscribers may reproduce tables of contents or prepare lists of articles including abstracts for internal
circulation within their institutions. Permission of the Publisher is required for resale or distribution
outside the institution and for all other derivative works, including compilations and translations. If
excerpts from other copyrighted works are included, the author(s) must obtain written permission
from the copyright owners and credit the source(s) in the article. Elsevier has preprinted forms for
use by authors in these cases.

For gold open access articles: Upon acceptance of an article, authors will be asked to complete an
'Exclusive License Agreement' (more information). Permitted third party reuse of gold open access
articles is determined by the author's choice of user license.

Author rights
As an author you (or your employer or institution) have certain rights to reuse your work. More
information.

Elsevier supports responsible sharing
Find out how you can share your research published in Elsevier journals.

Open access
Please visit our Open Access page for more information.
Elsevier Researcher Academy

Researcher Academy is a free e-learning platform designed to support early and mid-career researchers throughout their research journey. The "Learn" environment at Researcher Academy offers several interactive modules, webinars, downloadable guides and resources to guide you through the process of writing for research and going through peer review. Feel free to use these free resources to improve your submission and navigate the publication process with ease.

Language (usage and editing services)
Please write your text in good English (American or British usage is accepted, but not a mixture of these). Authors who feel their English language manuscript may require editing to eliminate possible grammatical or spelling errors and to conform to correct scientific English may wish to use the English Language Editing service available from Elsevier's Author Services.

Submission
Our online submission system guides you stepwise through the process of entering your article details and uploading your files. The system converts your article files to a single PDF file used in the peer-review process. Editable files (e.g., Word, LaTeX) are required to typeset your article for final publication. All correspondence, including notification of the Editor's decision and requests for revision, is sent by e-mail.

PREPARATION

Article type and length
Only full length articles (maximum 9000 words in total, including tables, figures and references) and Research Notes (maximum 2500 words in total) are considered for publication in the Journal. No other types of contribution are considered for publication.

NEW SUBMISSIONS
Submission to this journal proceeds totally online and you will be guided stepwise through the creation and uploading of your files. The system automatically converts your files to a single PDF file, which is used in the peer-review process. As part of the Your Paper Your Way service, you may choose to submit your manuscript as a single file to be used in the refereeing process. This can be a PDF file or a Word document, in any format or layout that can be used by referees to evaluate your manuscript. It should contain high enough quality figures for refereeing. If you prefer to do so, you may still provide all or some of the source files at the initial submission. Please note that individual figure files larger than 10 MB must be uploaded separately.

References
There are no strict requirements on reference formatting at submission. References can be in any style or format as long as the style is consistent. Where applicable, author(s) name(s), journal title/book title, chapter title/article title, year of publication, volume number/book chapter and the article number or pagination must be present. Use of DOI is highly encouraged. The reference style used by the journal will be applied to the accepted article by Elsevier at the proof stage. Note that missing data will be highlighted at proof stage for the author to correct.

Formatting requirements
There are no strict formatting requirements but all manuscripts must contain the essential elements needed to convey your manuscript, for example Abstract, Keywords, Introduction, Materials and Methods, Results, Conclusions, Artwork and Tables with Captions. If your article includes any Videos and/or other Supplementary material, this should be included in your initial submission for peer review purposes. Divide the article into clearly defined sections.

Line Numbering Text
Please ensure your paper has consecutive line numbering - this is an essential peer review requirement.

Figures and tables embedded in text
Please ensure the figures and the tables included in the single file are placed next to the relevant text in the manuscript, rather than at the bottom or the top of the file. The corresponding caption should be placed directly below the figure or table.
**Peer review**
This journal operates a double blind review process. All contributions will be initially assessed by the editor for suitability for the journal. Papers deemed suitable are then typically sent to a minimum of two independent expert reviewers to assess the scientific quality of the paper. The Editor is responsible for the final decision regarding acceptance or rejection of articles. The Editor's decision is final. More information on types of peer review.

**Double-blind review**
This journal uses double-blind review, which means the identities of the authors are concealed from the reviewers, and vice versa. More information is available on our website. To facilitate this, please include the following separately:

- **Title page (with author details):** This should include the title, authors' names, affiliations, acknowledgements and any Declaration of Interest statement, and a complete address for the corresponding author including an e-mail address.
- **Blinded manuscript (no author details):** The main body of the paper (including the references, figures, tables and any acknowledgements) should not include any identifying information, such as the authors' names or affiliations.

**REVIEWED SUBMISSIONS**
**Use of word processing software**
Regardless of the file format of the original submission, at revision you must provide us with an editable file of the entire article. Keep the layout of the text as simple as possible. Most formatting codes will be removed and replaced on processing the article. The electronic text should be prepared in a way very similar to that of conventional manuscripts (see also the Guide to Publishing with Elsevier). See also the section on Electronic artwork.

To avoid unnecessary errors you are strongly advised to use the 'spell-check' and 'grammar-check' functions of your word processor.

**Article structure**
**Subdivision - numbered sections**
Divide your article into clearly defined and numbered sections. Subsections should be numbered 1.1 (then 1.1.1, 1.1.2, ...), 1.2, etc. (the abstract is not included in section numbering). Use this numbering also for internal cross-referencing: do not just refer to 'the text'. Any subsection may be given a brief heading. Each heading should appear on its own separate line.

**Introduction**
State the objectives of the work and provide an adequate background, avoiding a detailed literature survey or a summary of the results.

**Theory**
A Theory section should extend, not repeat, the background to the article already dealt with in the Introduction and lay the foundation for further work. In contrast, a Calculation section represents a practical development from a theoretical basis.

**Materials and Methods**
Provide sufficient detail to allow the work to be reproduced. Methods already published should be indicated by a reference: only relevant modifications should be described.

**Results**
Results should be clear and concise.

**Discussion**
This should explore the significance of the results of the work, not repeat them. A combined Results and Discussion section is often appropriate. Avoid extensive citations and discussion of published literature.

**Conclusions**
The main conclusions of the study may be presented in a short Conclusions section, which may stand alone or form a subsection of a Discussion or Results and Discussion section.

**Appendices**
If there is more than one appendix, they should be identified as A, B, etc. Formulae and equations in appendices should be given separate numbering: Eq. (A.1), Eq. (A.2), etc.; in a subsequent appendix, Eq. (B.1) and so on. Similarly for tables and figures: Table A.1; Fig. A.1, etc.
Essential title page information

- **Title.** Concise and informative. Titles are often used in information-retrieval systems. Avoid abbreviations and formulae where possible.
- **Author names and affiliations.** Please clearly indicate the given name(s) and family name(s) of each author and check that all names are accurately spelled. You can add your name between parentheses in your own script behind the English transliteration. Present the authors' affiliation addresses (where the actual work was done) below the names. Indicate all affiliations with a lowercase superscript letter immediately after the author's name and in front of the appropriate address. Provide the full postal address of each affiliation, including the country name and, if available, the e-mail address of each author.
- **Corresponding author.** Clearly indicate who will handle correspondence at all stages of refereeing and publication, also post-publication. This responsibility includes answering any future queries about Methodology and Materials. **Ensure that the e-mail address is given and that contact details are kept up to date by the corresponding author.**
- **Present/permanent address.** If an author has moved since the work described in the article was done, or was visiting at the time, a 'Present address' (or 'Permanent address') may be indicated as a footnote to that author's name. The address at which the author actually did the work must be retained as the main, affiliation address. Superscript Arabic numerals are used for such footnotes.

Highlights

Highlights are optional yet highly encouraged for this journal, as they increase the discoverability of your article via search engines. They consist of a short collection of bullet points that capture the novel results of your research as well as new methods that were used during the study (if any). Please have a look at the examples here: [example Highlights](#).

Highlights should be submitted in a separate editable file in the online submission system. Please use 'Highlights' in the file name and include 3 to 5 bullet points (maximum 85 characters, including spaces, per bullet point).

Abstract

A concise and factual abstract is required. The abstract should state briefly the purpose of the research, the principal results and major conclusions. An abstract is often presented separately from the article, so it must be able to stand alone. For this reason, References should be avoided, but if essential, then cite the author(s) and year(s). Also, non-standard or uncommon abbreviations should be avoided, but if essential they must be defined at their first mention in the abstract itself. The abstract should not exceed 150 words.

Graphical abstract

Although a graphical abstract is optional, its use is encouraged as it draws more attention to the online article. The graphical abstract should summarize the contents of the article in a concise, pictorial form designed to capture the attention of a wide readership. Graphical abstracts should be submitted as a separate file in the online submission system. Image size: Please provide an image with a minimum of 531 × 1328 pixels (h × w) or proportionally more. The image should be readable at a size of 5 × 13 cm using a regular screen resolution of 96 dpi. Preferred file types: TIFF, EPS, PDF or MS Office files. You can view [Example Graphical Abstracts](#) on our information site. Authors can make use of Elsevier’s [Illustration Services](#) to ensure the best presentation of their images and in accordance with all technical requirements.

Keywords

Immediately after the abstract, provide a maximum of 6 keywords, using American spelling and avoiding general and plural terms and multiple concepts (avoid, for example, 'and', 'of'). Be sparing with abbreviations: only abbreviations firmly established in the field may be eligible. These keywords will be used for indexing purposes.

Acknowledgements

Include acknowledgements on the title page, as a footnote to the title or otherwise. List here those individuals who provided help during the research (e.g., providing language help, writing assistance or proof reading the article, etc.). **Please avoid including any acknowledgment or personal information that might identify you in the body of the paper.**
Footnotes
Footnotes should be used sparingly. Number them consecutively throughout the article. Many word processors build footnotes into the text, and this feature may be used. Should this not be the case, indicate the position of footnotes in the text and present the footnotes themselves separately at the end of the article.

Artwork
Electronic artwork
General points
• Make sure you use uniform lettering and sizing of your original artwork.
• Preferred fonts: Arial (or Helvetica), Times New Roman (or Times), Symbol, Courier.
• Number the illustrations according to their sequence in the text.
• Use a logical naming convention for your artwork files.
• Indicate per figure if it is a single, 1.5 or 2-column fitting image.
• For Word submissions only, you may still provide figures and their captions, and tables within a single file at the revision stage.
• Please note that individual figure files larger than 10 MB must be provided in separate source files.

A detailed guide on electronic artwork is available.
You are urged to visit this site; some excerpts from the detailed information are given here.

Formats
Regardless of the application used, when your electronic artwork is finalized, please 'save as' or convert the images to one of the following formats (note the resolution requirements for line drawings, halftones, and line/halftone combinations given below):
EPS (or PDF): Vector drawings. Embed the font or save the text as 'graphics'.
TIFF (or JPEG): Color or grayscale photographs (halftones): always use a minimum of 300 dpi.
TIFF (or JPEG): Bitmapped line drawings: use a minimum of 1000 dpi.
TIFF (or JPEG): Combinations bitmapped line/half-tone (color or grayscale): a minimum of 500 dpi is required.

Please do not:
• Supply files that are optimized for screen use (e.g., GIF, BMP, PICT, WPG); the resolution is too low.
• Supply files that are too low in resolution.
• Submit graphics that are disproportionately large for the content.

Color artwork
Please make sure that artwork files are in an acceptable format (TIFF (or JPEG), EPS (or PDF), or MS Office files) and with the correct resolution. If, together with your accepted article, you submit usable color figures then Elsevier will ensure, at no additional charge, that these figures will appear in color online (e.g., ScienceDirect and other sites) regardless of whether or not these illustrations are reproduced in color in the printed version. For color reproduction in print, you will receive information regarding the costs from Elsevier after receipt of your accepted article. Please indicate your preference for color: in print or online only. Further information on the preparation of electronic artwork.

Figure captions
Ensure that each illustration has a caption. A caption should comprise a brief title (not on the figure itself) and a description of the illustration. Keep text in the illustrations themselves to a minimum but explain all symbols and abbreviations used.

Tables
Please submit tables as editable text and not as images. Tables can be placed either next to the relevant text in the article, or on separate page(s) at the end. Number tables consecutively in accordance with their appearance in the text and place any table notes below the table body. Be sparing in the use of tables and ensure that the data presented in them do not duplicate results described elsewhere in the article. Please avoid using vertical rules and shading in table cells.

References
Citation in text
Please ensure that every reference cited in the text is also present in the reference list (and vice versa). Any references cited in the abstract must be given in full. Unpublished results and personal communications are not recommended in the reference list, but may be mentioned in the text. If these references are included in the reference list they should follow the standard reference style of the
journal and should include a substitution of the publication date with either 'Unpublished results' or 'Personal communication'. Citation of a reference as 'in press' implies that the item has been accepted for publication.

**Web references**
All web references must provide the date when the reference was last accessed. Any further information if known (DOI, author names, dates, reference to a source publication etc.), should also be given. Web references must be included in the reference list. Please do not create a separate list (e.g., after the reference list).

**Data references**
This journal encourages you to cite underlying or relevant datasets in your manuscript by citing them in your text and including a data reference in your Reference List. Data references should include the following elements: author name(s), dataset title, data repository, version (where available), year, and global persistent identifier. Add [dataset] immediately before the reference so we can properly identify it as a data reference. The [dataset] identifier will not appear in your published article.

**References in a special issue**
Please ensure that the words 'this issue' are added to any references in the list (and any citations in the text) to other articles in the same Special Issue.

**Reference management software**
Most Elsevier journals have their reference template available in many of the most popular reference management software products. These include all products that support Citation Style Language styles, such as Mendeley. Using citation plug-ins from these products, authors only need to select the appropriate journal template when preparing their article, after which citations and bibliographies will be automatically formatted in the journal’s style. If no template is yet available for this journal, please follow the format of the sample references and citations as shown in this Guide. If you use reference management software, please ensure that you remove all field codes before submitting the electronic manuscript. More information on how to remove field codes from different reference management software.

Users of Mendeley Desktop can easily install the reference style for this journal by clicking the following link:
http://open.mendeley.com/use-citation-style/international-journal-of-hospitality-management

When preparing your manuscript, you will then be able to select this style using the Mendeley plug-ins for Microsoft Word or LibreOffice.

**Reference formatting**
There are no strict requirements on reference formatting at submission. References can be in any style or format as long as the style is consistent. Where applicable, author(s) name(s), journal title/book title, chapter title/article title, year of publication, volume number/book chapter and the article number or pagination must be present. Use of DOI is highly encouraged. The reference style used by the journal will be applied to the accepted article by Elsevier at the proof stage. Note that missing data will be highlighted at proof stage for the author to correct. If you do wish to format the references yourself they should be arranged according to the following examples:

**Reference Style**

**Text:** Indicate references within the text of the article. Example: "..... Value can be defined from many different perspectives and may result from tangible and intangible factors (Chou et al, 2006)."


Edited book:

Book:

Journal Article:


Video
Elsevier accepts video material and animation sequences to support and enhance your scientific research. Authors who have video or animation files that they wish to submit with their article are strongly encouraged to include links to these within the body of the article. This can be done in the same way as a figure or table by referring to the video or animation content and noting in the body text where it should be placed. All submitted files should be properly labeled so that they directly relate to the video file's content. In order to ensure that your video or animation material is directly usable, please provide the file in one of our recommended file formats with a preferred maximum size of 150 MB per file, 1 GB in total. Video and animation files supplied will be published online in the electronic version of your article in Elsevier Web products, including ScienceDirect. Please supply 'stills' with your files: you can choose any frame from the video or animation or make a separate image. These will be used instead of standard icons and will personalize the link to your video data. For more detailed instructions please visit our video instruction pages. Note: since video and animation cannot be embedded in the print version of the journal, please provide text for both the electronic and the print version for the portions of the article that refer to this content.

Data visualization
Include interactive data visualizations in your publication and let your readers interact and engage more closely with your research. Follow the instructions here to find out about available data visualization options and how to include them with your article.

Supplementary material
Supplementary material such as applications, images and sound clips, can be published with your article to enhance it. Submitted supplementary items are published exactly as they are received (Excel or PowerPoint files will appear as such online). Please submit your material together with the article and supply a concise, descriptive caption for each supplementary file. If you wish to make changes to supplementary material during any stage of the process, please make sure to provide an updated file. Do not annotate any corrections on a previous version. Please switch off the 'Track Changes' option in Microsoft Office files as these will appear in the published version.

Research data
This journal encourages and enables you to share data that supports your research publication where appropriate, and enables you to interlink the data with your published articles. Research data refers to the results of observations or experimentation that validate research findings. To facilitate reproducibility and data reuse, this journal also encourages you to share your software, code, models, algorithms, protocols, methods and other useful materials related to the project.

Below are a number of ways in which you can associate data with your article or make a statement about the availability of your data when submitting your manuscript. If you are sharing data in one of these ways, you are encouraged to cite the data in your manuscript and reference list. Please refer to the "References" section for more information about data citation. For more information on depositing, sharing and using research data and other relevant research materials, visit the research data page.

Data linking
If you have made your research data available in a data repository, you can link your article directly to the dataset. Elsevier collaborates with a number of repositories to link articles on ScienceDirect with relevant repositories, giving readers access to underlying data that gives them a better understanding of the research described.

There are different ways to link your datasets to your article. When available, you can directly link your dataset to your article by providing the relevant information in the submission system. For more information, visit the database linking page.

For supported data repositories a repository banner will automatically appear next to your published article on ScienceDirect.
In addition, you can link to relevant data or entities through identifiers within the text of your manuscript, using the following format: Database: xxxx (e.g., TAIR: AT1G01020; CCDC: 734053; PDB: 1XFN).

**Mendeley Data**
This journal supports Mendeley Data, enabling you to deposit any research data (including raw and processed data, video, code, software, algorithms, protocols, and methods) associated with your manuscript in a free-to-use, open access repository. During the submission process, after uploading your manuscript, you will have the opportunity to upload your relevant datasets directly to Mendeley Data. The datasets will be listed and directly accessible to readers next to your published article online.

For more information, visit the Mendeley Data for journals page.

**Data in Brief**
You have the option of converting any or all parts of your supplementary or additional raw data into one or multiple data articles, a new kind of article that houses and describes your data. Data articles ensure that your data is actively reviewed, curated, formatted, indexed, given a DOI and publicly available to all upon publication. You are encouraged to submit your article for Data in Brief as an additional item directly alongside the revised version of your manuscript. If your research article is accepted, your data article will automatically be transferred over to Data in Brief where it will be editorially reviewed and published in the open access data journal, Data in Brief. Please note an open access fee of 600 USD is payable for publication in Data in Brief. Full details can be found on the Data in Brief website. Please use this template to write your Data in Brief.

**Data statement**
To foster transparency, we encourage you to state the availability of your data in your submission. This may be a requirement of your funding body or institution. If your data is unavailable to access or unsuitable to post, you will have the opportunity to indicate why during the submission process, for example by stating that the research data is confidential. The statement will appear with your published article on ScienceDirect. For more information, visit the Data Statement page.

**AFTER ACCEPTANCE**

**Online proof correction**
To ensure a fast publication process of the article, we kindly ask authors to provide us with their proof corrections within two days. Corresponding authors will receive an e-mail with a link to our online proofing system, allowing annotation and correction of proofs online. The environment is similar to MS Word: in addition to editing text, you can also comment on figures/tables and answer questions from the Copy Editor. Web-based proofing provides a faster and less error-prone process by allowing you to directly type your corrections, eliminating the potential introduction of errors.

If preferred, you can still choose to annotate and upload your edits on the PDF version. All instructions for proofing will be given in the e-mail we send to authors, including alternative methods to the online version and PDF.

We will do everything possible to get your article published quickly and accurately. Please use this proof only for checking the typesetting, editing, completeness and correctness of the text, tables and figures. Significant changes to the article as accepted for publication will only be considered at this stage with permission from the Editor. It is important to ensure that all corrections are sent back to us in one communication. Please check carefully before replying, as inclusion of any subsequent corrections cannot be guaranteed. Proofreading is solely your responsibility.

**Offprints**
The corresponding author will, at no cost, receive a customized Share Link providing 50 days free access to the final published version of the article on ScienceDirect. The Share Link can be used for sharing the article via any communication channel, including email and social media. For an extra charge, paper offprints can be ordered via the offprint order form which is sent once the article is accepted for publication. Both corresponding and co-authors may order offprints at any time via Elsevier's Author Services. Corresponding authors who have published their article gold open access do not receive a Share Link as their final published version of the article is available open access on ScienceDirect and can be shared through the article DOI link.
AUTHOR INQUIRIES
Visit the Elsevier Support Center to find the answers you need. Here you will find everything from Frequently Asked Questions to ways to get in touch. You can also check the status of your submitted article or find out when your accepted article will be published.

© Copyright 2018 Elsevier | https://www.elsevier.com