I am delighted to introduce the second annual review of the work of the International Centre for Research in Events, Tourism and Hospitality (ICRETH) at Leeds Metropolitan University. **Our aim is to undertake high quality research that advances knowledge and influences the practice of others.** As a result, we hope that our work will be of interest to fellow academics and that our knowledge exchange initiatives - encompassing bespoke continuing professional development programmes, consultancy, short courses and specialist events - will make an impact on policy and practice.

It is conventional in reports of this kind to list the scholarly publications generated by the Centre during the past year. We do not deviate from this but I would point out that much of the research that informs these outputs has also been disseminated in other ways – perhaps at international conferences or via practitioner magazines – in order to maximise accessibility and impact.

We organised several events during 2012/13 which strengthened our academic and professional networks considerably: **The Active Countryside Tourism Conference** (organised in conjunction with the Regional Studies Association) attracted almost one hundred and fifty delegates from more than ten countries; **Events as Protest/Protest as Events** brought together almost as many and included activists as well as academics; **Corporate Social Responsibility in Events, Tourism and Hospitality** (an ESRC Festival of Social Science event) was targeted at businesses and showed how research in social sciences can contribute to business policy; **Reporting back from Rio** (organised in conjunction with the Tourism Society) again demonstrated our ambitions to engage productively with practitioners.

We also launched our **Learning from Leaders** public lecture series. We were delighted that two of our Advisory Board members - Professor David Parsons (Visiting Professor at ICRETH) and Simon Hargreaves (Chairman of the Travel Group) – made impressive contributions that lived up to the series’ billing. We look forward to continuing with this series during 2013/14. Please see our web site for forthcoming events.

**Our year was enriched by scholars from other universities who collaborated on projects or shared the insights of their research, usually as part of our seminar series.** They were: Professor Peter Fleming (Queen Mary, University of London), Professor Noel Scott (University of Queensland, Australia), Dr Jorge Pereira, (University of Alicante, Spain), Dr Mary Mostafanezhad (University of Otago, New Zealand), Dr Paul Lynch (University of Strathclyde, Scotland).

ICRETH colleagues also led research seminars: Dr Emma Wood, Dr Simon Woodward, Dr Davina Stanford. Each of our speakers provided stimulating, and sometimes challenging, perspectives on topics of mutual interest. We are grateful for their collective contribution to the intellectual life of the Centre. Others also spent mutually useful time with us: Oana Tara-Lunga (PhD scholar, Romania), Professor Faris Karahan (Ataturk University, Turkey) and Juliana Honorato Da Silva (PhD scholar,
It is pleasing to report that four of our PhD candidates defended their theses successfully during the past year: Dr Sunyoung Hong; Dr Bernd Schwendinger; Dr Elisa Burrai and Dr Pei-Ying Wu. We wish them well as they embark on what we hope will be very successful academic careers in different parts of the world. In the autumn, we will be welcoming new entrants to our PhD programme. Although we have almost thirty enrolled PhD candidates, our recent recruitment of well qualified staff means that our supervisory capacity has increased. We would, therefore, welcome applications from strong candidates in the research areas associated with the papers listed below.

We undertook more externally funded projects during 2012/13 than during the previous year. The projects are listed later in this review and reveal a healthy portfolio of diverse funding sources and a growing number of colleagues becoming involved in delivery. Although it may be somewhat invidious to draw attention to one stream of our funded research, I will on this occasion because of the unprecedented attention our economic impact study of the meetings industry received in the trade press and beyond (including a double-page spread in The Times). As our capacity grows, we look forward to expanding the number of projects funded by research grants and contracts, and have a strategy in place to achieve this.

The highly regarded work of several colleagues helped raise our profile and signalled our strong position within influential national and international networks. It is testimony to the respect bestowed on colleagues, for example, that so many were invited to make keynote presentations at events organised by international agencies such as the UNWTO or OECD or those aimed at senior actors in the commercial sector. That colleagues were asked to address the conventions of our subject associations, including ATLAS, ATHE and AEME, also speaks volumes. Other indicators of esteem were also in evidence during 2012/13 including, inter alia, editorial roles with journals, and positions of responsibility with learned and practitioner professional associations. I would encourage you to read the staff profiles on our web site to see the extent of our involvement with academic research and practitioner networks.

Much of what ICRETH achieved last year was the product of extensive co-operation and teamwork. This effort extended beyond full-time members of staff. I am pleased to acknowledge the contribution of our Visiting Professor, Dr David Parsons, and our Visiting Fellow, Tony Rogers. Both played important roles in alerting us to new opportunities and ensured that aspects of our work remained pertinent to policymakers and practitioners. Our Advisory Board also made a critical contribution to those aspirations and I am very pleased to acknowledge their continued formal and informal support. Our annual meeting was dedicated to the theme of improving the impact of our research. The discussions led to new approaches to impact that will be pursued in the short- and medium-term.

Several of our projects benefited from the contribution of the thirteen interns (from nine counties); we are grateful for their efforts. It is important to note that Daniela Carl, our Research Officer, worked hard to ensure that they were exposed to numerous learning opportunities during their period with us. I know they recognise her role, as do we. We wish Daniela well as she leaves us shortly to take up a managerial post with the Regional Studies Association.
We are delighted that Leeds Met continued to value our work and provided additional investment in response to initiatives proposed by colleagues. We were particularly pleased to celebrate the special recognition afforded to colleagues in the form of the following awards: University Researcher of the Year 2012 (Dr ShiNa Li) and Enterprise and Innovation Initiative of the Year 2012 (Steve Jones, Dr Alex Kenyon, Jackie Mulligan, James Musgrave and Dr Simon Woodward).

We are looking forward to the forthcoming year. Several of the projects we started during 2012/13 continue and we will be hosting more public lectures, research seminars and conferences that will bring fellow academics and others to our campus. We are also embarking on a novel partnership with Yunnan Normal University and Yunnan Education Center for International Exchange (YECIE), PR China, which will see the creation of a Sino-UK research centre. We anticipate that this arrangement will help attract additional PhD students and strengthen our ability to collaborate on funded projects in China.

Rhodri Thomas
Professor of Tourism and Events Policy
Head, International Centre for Research in Events, Tourism and Hospitality


Fletcher, T. (2012) All Yorkshiremen are from Yorkshire, but some are more 'Yorkshire' than others: British Asians and the myths of Yorkshire cricket. *Sport in Society.* 15(2): 227-245.


Fletcher, T (2013) "Does he look like a Paki?" An exploration of 'whiteness', positionality and reflexivity in inter-racial sports research. In *Qualitative research in sport, exercise and health.* Published online ahead of print.


Pappas, N. (2012) The acceptance and extent of use of information technology from the Greek tourist offices. In B. Ran (Eds.) Contemporary perspectives on technological innovation, management and


'Ride the Dales'
Principal investigator: Dr Janet Cochrane
Other researcher: Dr Kate Dashper
Funder: Yorkshire Dales Millennium Trust
Timeframe: 2012-13
Summary: As a way of diversifying leisure uses of the Yorkshire Dales National Park and spreading the economic benefits of tourism, this project investigated the need for leisure riding routes in the Yorkshire Dales National Park and established suitable routes, including liaising with the national park authority and other public sector authorities, access groups, private sector providers of riding services and accommodation, horse-riders, and a third sector organisation (Ride Yorkshire) which will take the project forward. The routes created are uploaded onto the Ride Yorkshire website.

Community-based Tourism Development Project, Indonesia
Principal investigator: Dr Janet Cochrane
Funder: The British Council
Timeframe: 2012-13
Summary: A partnership between a major Indonesian bank and the Indonesia office of the British Council funded a pilot project for developing community-based tourism. After a careful selection process, two villages in Eastern Indonesia were chosen to be the site of local-level development. The project included assessing the areas’ USPs and the possibility of market access, and building local capacity for managing and developing the project into the future. Janet Cochrane was part of a team including Indonesian and British consultants.

Improved marketing strategies for small tourism and hospitality firms’ sustainability efforts
Principal investigator: Dr Xavier Font
Funder: VisitEngland, Fáilte Ireland, VisitWales, Collabor8, Brecon Beacons National Park and Powys Council
Timeframe: 2010–present
Summary: Development of reports and conducting training to support small tourism and hospitality firms to appropriately market their sustainability efforts. Author of the report “Keep it real: market and communicate your credentials”, for VisitEngland, and subsequent versions for Fáilte Ireland and VisitWales. Conducting training workshops in all three countries. Analysis of online marketing of sustainability attributes in over 100 companies and development of a manual of best practices for online sustainability marketing. Outputs: Three reports (England, Ireland, Wales), training courses for VisitEngland, Fáilte Ireland, Collabor8, Brecon Beacons National Park and Powys Council and an online sustainability marketing manual for Fáilte Ireland.

Analysis of the sustainable tourism market and gap analysis for the Chilean industry to develop a sustainable tourism industry
Principal investigator: Dr Xavier Font
Funder: CORFO (Chile)
Timeframe: 2012
Summary: Analysis of the market for sustainable tourism and gap analysis for the Chilean industry to develop a sustainable tourism industry. Includes analysis of market size and evolution for sustainable tourism, to identify opportunities for Chile, gap analysis of the Chilean industry performance along its value chain, strengths and weaknesses for the Chilean tourism industry to capitalize on this market opportunity, preparation of a multi-stakeholder work plan.
Outputs: Report for the funder

The accreditation of sustainable tourism certification programmes
Principal investigator: Dr Xavier Font
Funder: VisitEngland, VisitWales, Fáilte Ireland and Northern Ireland Tourist Board
Timeframe: 2008 – present
Summary: Development and operating a single process of accreditation of sustainable tourism certification programmes in four countries. This includes auditing the contents and use sustainability criteria, procedures for certification and data storage, and shadowing the field verification practices.
Outputs: Sustainability certification procedures agreed by the governments of England, Wales, the republic of Ireland and Northern Ireland. Confidential audit reports on a series of passed and failed sustainability certification programmes. Presentations to industry on the value of certification and how to choose certification programmes. Report comparing the Global Sustainable Tourism Standards and those used in the UK and Ireland process.

World Travel Market World Responsible Tourism Day
Principal investigator: Professor Harold Goodwin
Other team members: Dr Xavier Font, Dr Simon Woodward and others beyond the university
Funder: Reed WTM
Timeframe: 2007 – on going
Summary: Advice to World Travel Market on World Responsible Tourism Day including strategic direction, themes, programme and speakers.
Outputs: A programme each year which has legacy
Policy and Social Impact Assessment of Tourism Development for Kakheti, Georgia
Principal Investigator: Professor Harold Goodwin
Funder: World Bank through TBSC Consulting in Tbilisi
Timeframe: 2012
Summary: Advice to World Bank on how to engage the economically poor in tourism in Kakheti
Outputs: Report to the World Bank

The UK Economic Impact Study of the Meetings Industry
Principal Investigator: Dr ShiNa Li
Research Team (in alphabetical order): Glenn Bowdin, Emma Heslington, Steve Jones, Jackie Mulligan, Mihaela-Oana Tara-Lunga, Carolyn Tauxe, Professor Rhodri Thomas, Dr Pei-Ying Wu.
Additional technical contributions: Professor Adam Blake (Bournemouth University); Professor Calvin Jones (Cardiff University) and Professor Leo Jago (Tourism and Business Events International)
Other contributors: Tony Rogers and Dr Emma Wood
Funder: Commissioned by Meeting Professionals International Foundation and funded by industry sponsors
Timeframe: 2012 – 2013
Summary: Economic impact assessment of the British meetings industry and a profile of the sector.
Output: Research reports and conference presentations at Confex, IMEX-F and Meetings Show UK

Acquire and Apply Advanced Econometric Modelling to Tourism Impact and Policy Analysis
Principal Investigator: Dr ShiNa Li
Funder: British Academy
Timeframe: 2013 – 2014
Summary: Advanced dynamic econometric modeling, which can evaluate the causal relationships between tourism demand and its influencing factors, is a very useful and important approach. These influencing factors include e.g. income, prices, exchange rates, and various events including crises (e.g. September 11th attack), special events (e.g. the Olympics) and policy changes (e.g. UK Airport Departure Tax on tourism). The results of the econometric models are very useful for tourism policy formulations. I will acquire this modelling expertise by working with Professor Haiyan Song at The Hong Kong Polytechnic University, and then apply it to tourism impact and policy analyses.

Ninki Nanka Trail Feasibility Study, The Gambia
Principal Investigator: Lucy McCombes
Other researcher: Dr Simon Woodward
Funder: World Bank
Timeframe: 2012-ongoing
Summary: In a move to spread the benefits of tourism more widely across the country, we were commissioned to prepare a feasibility study for a 5 day excursion linking a number of important cultural and natural heritage sites along the River Gambia. The concept was originally proposed in the 2004 Tourism Masterplan for The Gambia but only recently has funding become available to explore whether or not the proposal is viable. Our work included an audit of potential tourism resources along the river from Banjul to Janjanburegh; an exploration of the likely impacts of tourism in communities that have to date experienced little attention from international visitors; an assessment of how tourism can support livelihoods in these communities; and a technical and financial assessment of the project’s viability. The report is currently being reviewed by ASSET (the Gambian organisation charged with developing responsible tourism in the country) and its partners to ascertain whether or not a full investment appraisal should be commissioned.
Output: Final report illustrating the technical and financial feasibility of the proposed excursion

Strategic Meetings Management (SMM)
Principal Investigators: Jackie Mulligan and Dr Eliza Hixon
Research Team: Dr Ian Lamond, Jane Welbourn, Dr Simon Woodward, Emma Heslington, Daniela Carl
Funder: MPI
Timeframe: 2012 - ongoing
Summary: Researching the value and practices of SMM globally. Methodology will include in-depth interviews, survey, case studies.
Outputs: Outputs include survey report, white papers and a full report will be produced in 2013/14

MPI Future of Meetings Study
Principal Investigator: Jackie Mulligan
Other team members: Dr Reinhold Behringer, Ben Dalton, Samantha Dixon, James Musgrave, Dr Alex Kenyon, Steve Jones, Daniela Carl, Glenn Bowdin, Tony Rogers, Jonathan Moss, Dr Emma Wood
Funder: MPI, Jumeirah Hotels, Omni Hotels Group, PSAV
Timeframe: 2011 - on-going
Summary: Major research study identifying future trends in the meetings industry, considering technology, social media and political, economic, environmental, social changes. The research examines future trends through literature reviews, expert interviews, surveys, social media tracking, action research and focus groups. The work includes research reports, presentations, case studies and new educational materials to support the sector to prepare for the challenges and opportunities of the future.
An Evaluation for ESRC of the Wales Institute of Social and Economic Research, data and methods (WISERD)
Principal Investigators: Professor Rhodri Thomas and Kenneth Walsh (external)
Other team members: Professor David Parsons
Funder: Economic and Social Research Council (ESRC) and Higher Education Funding Council Wales (HEFCW)
Timeframe: 2012 - 2013
Summary: WISERD was funded by ESRC between 2008 - 2012 as a cross-institutional and multi-disciplinary research centre based in five Welsh universities (Aberystwyth, Bangor, Cardiff, Glamorgan and Swansea). This study evaluated the extent to which the initiative achieved its goals.
Output: Research report for ESRC and HEFCW

VisitEngland Wise Growth Communications Toolkit
Principal investigator: Dr Davina Stanford
Other researcher: Dr Xavier Font
Funder: VisitEngland
Timeframe: 2013
Summary: The purpose of this project is to develop a communications toolkit to help promote the wider adoption of Wise Growth principles. The toolkit will be used by destination organisations as a point of reference to understand how they can best communicate the principles of Wise Growth to visitors and residents. The toolkit is intended to meet Objective 2 of the VisitEngland Wise Growth Action Plan “To embed the principles of Wise Growth into communication strategies with visitors and residents to enable them to cherish the places they visit, live and work”

Principal Investigator: Professor Rhodri Thomas
Funder: The Rugby Football League (RFL)
Timeframe : 2013
Summary: The study provided the RFL with an economic impact assessment of Super League’s 2013 Magic Weekend. The ‘festival of rugby league’ took place on the 25th and 26th May at the Etihad Stadium, Manchester, and involved all fourteen Super League teams. A profile of attendees and other information considered important for future marketing activity by the RFL was also provided.
Output: Report to the funder
An Evaluation of the ESRC Centre for Business Relationships, Accountability, Sustainability and Society (BRASS)
Principal Investigators: Professor Rhodri Thomas and Professor David Parsons
Other team members: Dr Tom Fletcher and Dr Ulrike Kachel
Funder: Economic and Social Research Council (ESRC)
Timeframe: 2013
Summary: BRASS was funded by ESRC as an inter-disciplinary research Centre at Cardiff University between 2001 and 2012. This study represents the ESRC’s post investment review and evaluation against its goals.
Output: Research report for ESRC

An Evaluation of the Impact of ESRC’s Economics Centres
Principal Investigators: Professor Rhodri Thomas, Professor David Parsons and Kenneth Walsh (external)
Other team members: Professor Ian Strange and Dr ShiNa Li
Funder: Economic and Social Research Council (ESRC)
Timeframe: 2013 – 2014
Summary: This study examines the impact of three centres: the Centre for Microeconomic Analysis of Public Policy (CPP) at the Institute for Fiscal Studies, the Centre for Competitive Advantage in the Economy (CAGE) at the University of Warwick and the Spatial Economics Research Centre (SERC) at the London School of Economics.
Output: Research report for ESRC

An exploratory study of the reasons for declining attendance in rugby league
Principal Investigator: Dr Emma Wood and Dr Alex Kenyon
Funder: Rugby Football League
Timeframe: 2013
Summary: An exploratory study of reasons for declining attendance at professional rugby league matches. A review of trends in leisure/sporting activity in UK, analysis of attendance figures and insights from focus groups with lapsed attendees.
Output: Report for RFL

Social media use within the meetings industry
Principal Investigator: Dr Emma Wood
Other team members: Samantha Dixon, Michelle Lanham, Emma Heslington
Funder: MPI
Timeframe: 2012-2013
Summary: A study of social media use within the meetings industry. Consisting of social media tracking, interviews with delegates (top tweeters) and social media marketers as well as interviews with experts from outside the meetings industry

Future of Meetings Series.
plus presentations in Budapest, Abu Dhabi and Montreux

Entoto Mountain Resort Feasibility Study
Principal Investigator: Dr Simon Woodward
Funder: World Bank
Timeframe: 2012
Summary: Feasibility study for a new mountain resort at Entoto on the northern outskirts of Addis Ababa, Ethiopia. Working with a multi-national, multi-disciplinary team, we evaluated a wide range of development opportunities for this high profile site that has been allocated for tourism purposes. A final report was delivered to the client team within the Ethiopian Sustainable Tourism Development project who are now seeking investors for the resort.

Alderney Wildlife & Heritage Tourism Strategy
Principal Investigator: Dr Simon Woodward
Funder: States of Alderney
Timeframe: 2013
Summary: Dr Woodward worked with a team from the Yorkshire Wildlife Trust, evaluating opportunities to capitalise on the rich cultural and wildlife heritage of the island of Alderney (Aurigny) in the Channel Islands. His particular role was to prepare a baseline economic impact assessment that measured the financial contribution of these two niche markets to the island’s economy, and to advise the client team on how to strengthen this impact by reducing leakages as well as increasing overall revenue generation.
ICRETH Advisory Board

Our Advisory Board play a valuable role, formally and informally, in helping us enhance the impact of our research on policy and practice. We remain grateful for their contribution.

Colin Brown, CEO, The Deep, Hull

Colin Brown is the CEO of the country’s most successful Millennium Project The Deep in Hull. Before which he was the Director of Leisure, Culture and Tourism with Hull City Council. He has been a board member of Welcome to Yorkshire, York Minster revealed and of Hull Truck Theatre. He is currently chair of Netgain the organisation charged with developing marine protected areas.

Alain Dupeyras, Head of Tourism at the OECD, France

As Head of Tourism at the OECD (Organisation for Economic Co-operation and Development), Alain Dupeyras manages, with the support of governments, the work of the OECD Tourism Committee. The Committee promotes a culture of evaluation in tourism, helps members and non-members to develop tourism policies that address current and emerging challenges, contributes to improved measurement and analysis of tourism services, and promotes international co-operation in tourism. Before joining the OECD, Mr. Dupeyras was in charge of tourism and leisure investment-related projects at OSEO, France.

Dr Steven Freudmann, Chairman, The Institute of Travel and Tourism

Steven opened Majestic Travel in 1967. He sold three of its offices to Airtours in 1995 and the remaining office was sold in 2008. He was a director of ABTA for eighteen years and was its President from 1997 until 2000. In 2007 he was appointed Chairman of Alpha Prospects plc which owns a number of travel agencies and tour operators. Steven was elected Chairman of The Triton Travel Group in 2008. In July 2009 Steven was awarded a Doctorate by Leeds Metropolitan University. He is also a Fellow of the Royal Society for the Arts.

Simon Hargreaves, Chairman, The Travel Network Group

Simon is the Chairman of the Travel Network Group. This group helps others create and run their own independent travel businesses. Prior to that Simon ran Lloyds TSBs Direct Insurance business. He has also been a partner with Accenture having originally trained as a technologist.

David Jamilly, Co-founder and director of Theme Traders party planning and prop hire

His London based Events Empire have staged some of the capital’s most lavish bashes operating worldwide. Clients range from A-list celebrities to leading global corporations. Author of ‘Party People: How We Make Millions from Having Fun’, he lectures on events worldwide and is also a ‘Secret Millionaire’, philanthropist and founder of Kindness UK.

Jennifer Jenkins, Vice-Chair of the Association of British Professional Conference Organisers (ABPCO)

Jennifer Jenkins is the Vice-Chair ABPCO, the UK organisation for professional conference and event organisers, their industry colleagues and those studying for or pursuing a career in the meetings industry. Jennifer is also the Managing Director of MCI UK and for the past 10 years, Jennifer has sat on the European Management Board of MCI Group SA. During this time, the Group has grown to number 1,300 staff, working in 47 offices in 23 countries Worldwide.
Dirk Mischendahl, Founder and Managing Director, Logistik Group

Dirk Mischendahl was born in Germany and raised in Australia. After graduating, Dirk founded Logistik Group in 1997 and the company is now an award-winning communications agency with offices in Leeds and London. It is one of the top 10 UK agencies in its sector, with clients including M&S, Bupa, ASDA, Natwest, BT, Harrods, Royal Mail Group and Lloyds Banking Group.

Professor David Parsons, Principal, P and A Research and Consulting

Professor Parsons is a specialist in policy-research and public programme evaluation. Principal of P and A Consulting, and Senior Associate at HOST Policy Research, he has held faculty posts at the Universities of Nottingham, Cranfield and Sussex. Previously an Advisor to the National Economic Development Office, he was CIPD’s Public Policy and Research Director and has been an advisor to the European Commission (Employment and Social Affairs), Economic and Social Research Council and others. David has been a Visiting Professor at Leeds Metropolitan University since 1997.

Carol Ritchie, Director, EUROPARC Federation, Germany

Carol is the Director of the EUROPARC Federation, which operates The European Charter for Sustainable Tourism in protected areas. It is a practical management tool, which continuously improves the sustainable development and management of tourism, taking account of the needs of the environment, the local population and the local tourism businesses and she brings this and a broad European network experience to the board of ICRETH.

Tony Rogers, Events & Tourism Consultant

Tony Rogers is a consultant specialising in conferences, business tourism / business visits and events, and destination marketing and management. He established his own consultancy, Tony Rogers Conference & Event Services Ltd, in 2009 (www.tony-rogers.com). Previously he worked as Project Director for Eventia, the events industry trade association, and prior to this he spent 19½ years as Chief Executive of the British Association of Conference Destinations (BACD).

Philippe Rossiter, CEO, Institute of Hospitality

Philippe has been Chief Executive of the Institute of Hospitality since September 2002. This followed a successful career as a caterer in the British armed forces, before being appointed to the staff of the Defence Attaché at the British Embassy in Paris. Philippe is a Fellow of the Institute, as well as being a Fellow of the Chartered Management Institute, the Tourism Society, the Royal Geographical Society, and the Royal Society of Arts. He is a council member of People 1st, the Sector Skills Council, as well as being a member of the Advisory Board to the Swiss Education Group.

Jacquie Rogers, Venue, Business & Leisure Tourism Management Consultant

Jacquie Rogers has over 20 years experience in the events industry, achieving great success at an established venue in Brighton and setting up an entirely new venue at ACC Liverpool. Jacquie’s experience spans a broad portfolio of events and has achieved national and international recognition as a key industry figure.

Peter W. Thomas, Former CEO, The British Institute of Innkeeping

In the past, Peter Thomas managed, tenanted and leased pubs as business manager, regional director and then managing director. He helped set up Punch Taverns in 1997 and became first MD, He developed the M&B Franchise offer in 2002 and later setup a Consultancy advising various clients about franchising and other opportunities for different pub operating models. He has been a member of the British Institute of Innkeeping Council for 15 years.
Contact ICRETH

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