



Environmental Sustainability and the Hospitality Customer Experience

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Message from the Guest Editors

Currently, two of the most relevant and mentioned terms in tourism are environmental sustainability and customer experience. This Special Issue aims to shed light on how far the hospitality industry's efforts in environmental sustainability influence a more positive tourist experience.

Environmental sustainability is now a major concern for governments and the public at large. This concern has been driven by the undesirable consequences of economic and demographic growth on the consumption of natural resources. The tourism sector is no stranger to this concern for the planet given its significant impact on the natural environment and the consumption of non-renewable resources.

Studies of the sustainable hospitality industry and tourism experience cases; studies of tourism behavior (tourism experiences measurement, perception of sustainability, tourism engagement/loyalty/satisfaction/recommendation, and so on); cross-cultural studies of sustainable tourism experiences in the hospitality industry; corporate social responsibility initiatives (economic, social, and environmental) in the hospitality industry and tourism experiences.





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Message from the Editor-in-Chief

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