Responsible Tourism for the New Museum: An evaluation of offsite museum travel programs

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ABSTRACT

Museum tourism takes many forms. Through travel programs, museums, zoos, aquariums and gardens function as brokers of tourism offering curated trips to their public. Because of the many impacts that tourism can have, it is important to understand if museums, operating under the paradigm shift of the new museology, are attempting to take action to minimize the negative impacts of tourism and embrace responsible tourism. Through document evaluation of marketing material offered by institutions executing travel programs, types of potential participation in responsible tourisms were identified. Programs with specific mention of responsible planning, goals or outcomes were also highlighted. A secondary method, a survey, established the certain areas that these institutions are focusing on with regards to implementing responsible tourism. This research provided evidence that these institutions discuss responsible tourism behavior at different times with their tourists and some create the programs specifically to counteract negative impacts of tourism. Museums and like institutions are beginning to practice responsible tourism in various ways with their travel program, especially zoos and aquariums. However, the field, brokers, tourists and locals could benefit from a more direct and consistent approach to encouraging responsible tourism.



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INTRODUCTION

Museums offering travel programs are participating in what is considered the most lucrative and rapidly expanding industry today, the tourism industry. The tourism industry, in 2003, supplied "6% of Gross National Product." It was reported in the year 2004 that, "some 600-700 million international trips are made each year, but the World Tourism Organization predicts that by 2020 this will increase to 1.5 billion." According to the latest report published by the World Trade Organization, "International tourism propelled ahead in 2014 as the number of international tourists (overnight visitors) grew 4.4% with an additional 48 million more than in 2013, to reach a new record total of 1,135 million." Further, the World Trade Organization states that "with over 1.1 billion tourists taking an international trip every year, tourism continues to be an unstoppable force and a key driver of the global economic recovery. Yet tourism's record growth is not merely absolute numbers. Tourism 's continued progress and expansion represents an effective solution for many of the world 's greatest challenges. Indeed, few sectors are as strategically positioned as tourism to contribute decisively to job creation, poverty alleviation, environmental protection and multicultural peace and understanding."⁴ It is important for the future of museums participating in tourism, to realize this and embrace it.

Museums are now tapping into this industry, becoming brokers of tourism by offering travel sustaining the tourism industry environmentally, socio-culturally and economically. Experts believe "tourism development and management which is inappropriate and does not follow fixed procedure will cause destruction of habitat and the landscape, destroy natural

http://cf.cdn.unwto.org/sites/all/files/pdf/unwto annual report 2014.pdf, 2015, 11.





¹ Brent W. Ritchie, Aspects of Tourism: Managing Educational Tourism, Channel View Publications, 2003, 4.

² Gareth Shaw and Allan M. Williams, *Tourism and Tourism Spaces*, Thousand Oaks: Sage Publications Ltd, 2004,

³ World Tourism Organization, "UNWTO Annual Report 2014,"

resources, and finally, the pollution of nature becomes more serious..." It is also held that poor tourism management and planning can foster negative socio-cultural impacts such as "prostitution, alcoholism, drug addiction and crime" in the local communities as well as the "creation of phony folk culture" to meet the tourist's gaze. The economy of a destination, or local, culture can also be impacted negatively by poor tourism development and planning. These negative impacts include, "high cost of living, overcrowding, prostitution, noise pollution, litter and traffic congestion." It is important to know how museums are addressing these challenges and negative impacts of tourism.

The purpose of this thesis is to determine to what extent, if at all, museums are practicing responsible tourism in developing and planning their travel programs. For the purpose of this research, *travel programs* will be defined as vacations/trips to an area away from the museum, curated, organized, coordinated and/or offered by a museum exclusively to individuals affiliated with the museum for the purpose of furthering the organization's mission. These travel programs may be offered to the general public that the museum serves, members, donors, board members or even employees.

The research questions guiding this study include: 1. Are museums considering the protection of natural resources and the environment when developing their travel programs? 2. Are museums considering the quality of life and safety of local communities and cultures that are visited? 3. Are museums encouraging their travelers and tourists to practice responsible tourism behaviors?

⁶ Nurhazani Mohd. Shariff, Nor Asyikin Mohd. Nor, Jasmine Zea Raziah Radha Rashid Radha and Hasni Hasnah Che Ismail, "Development of a Standard Measurement Scale to Measure Community Attitude towards Impacts of Tourism in Malaysia," In *Sustainable and Responsible Tourism: Trends Practices and Cases*, ed. Parikshat Singh Manhas. (New Delhi: PHI Learning Private Limited, 2012), 130.



⁵ Jabil Mapjabil and Azizan Marzuki, "The Application of Sustainable Tourism Indicators in the Development of Taman Rimba Telok Bahang Penang, Malaysia," In *Sustainable and Responsible Tourism: Trends Practices and Cases*, ed. Parikshat Singh Manhas. (New Delhi: PHI Learning Private Limited, 2012), 31.

Plan of Thesis

By evaluating the museum travel programs based off of environmental, socio-cultural and economic responsible tourism planning principles, this study seeks to determine the extent to which museums are practicing responsible tourism planning. This thesis has two parts. The first part provides a background and literature review. Chapter 1 discusses the emergence of the new museology and museum travel programs. Chapter 2 discusses the rise of responsible tourism.

Part 2 is an evaluation of offsite museum travels programs. Chapter 3 presents the evaluation methodology. Chapter Four presents the results. Chapter Five includes a discussion of the evaluation, findings and recommendations. A conclusion remarks on the opportunities for further research.



PART ONE: Background and Literature Review



Chapter 1- Museology

1.1 The Old and the New

Museology as a discipline is defined by the field as "the study of the philosophy, purposes, and organizations of museums as well as museum actives such as the collection, care, presentation, presentation and interpretation of objects." Museology is the idea that covers "the theory, history, and role of museums" and "puts into context and gives meaning to what museums do in society." The current trends in museology are the guiding force behind museum decision making. As with any theory, the field has seen an evolution, or shift, from an old museological framework, to a new.

The old museology is characterized in a variety of different ways. Some believe it was simply "too much about museum methods, and too little about the purposes of museums." Others believed the old museology to be more harmful, characterizing it as the control of culture by "the hegemony of the management regimes of Eurocentric museology" plagued by "colonialism and modernity." Others classify the old museology as a set of "dominant views of the museum as a site of power relations" among communities. Many agree there was a "state of widespread dissatisfaction with the 'old' museology, both within and outside the museum profession" which prompted the shift to the new museological framework.

¹⁵ Manson, Cultural Theory and Museums, 23.



⁸ Christina Kreps, *Liberating Culture: Cross-cultural Perspectives on Museums, Curation and Heritage Preservation.* New York: Routledge, 2003, 5.

⁹ Jane R. Glaser and Artemis A. Zenetou, *Museums: A Place to Work: Planning Museum Careers*, New York: Routledge 2000, 158.

¹⁰ Kreps, *Liberating Culture*, 146.

¹¹ Sharon Macdonald, "Expanding Museum Studies: An Introduction," In A *Companion to Museum Studies*, ed. Sharon Macdonald. (Malden: Blackwell Publishing, 2011) 2.

¹² Kreps, *Liberating Culture*, 5.

¹³ Rhiannon Manson, "Cultural Theory and Museum Studies," In A *Companion to Museum Studies*, ed. Sharon Macdonald. (Malden: Blackwell Publishing, 2011) 22.

¹⁴ Andrea Witcomb, *Re-Imagining the Museum*, (New York, Routledge, 2003), 79.

Many believe the shift into the new museology, a term coined by Perter Vergo in 1989, 16 "has its roots in the social movements of the 1960's and 1970's and the appearance of community-based museum initiatives". 17

The "late 1970's and early 1980's" then saw a solidification of this movement and the shift continued to gain popularity as "many cultural and social disciplines... gathered pace during the 1980's". 19 Andrea Witcomb, in her work Reimagining the Museum, sees the shift to the new museology "as a movement... [which] calls for a greater focus on the relation between museums and communities". ²⁰ Sharing this vision is Christina Kreps, author of *Liberating* Culture: Perspectives on Museums, Curation and Heritage Preservation, who believes the new museology is "primarily concerned with community development and social progress". 21 Witcomb agrees that the aim of the new museology is to "foster a acceptance of cultural diversity". 22 The literature supports these views and suggests a greater focus on the people, rather than the objects, in museums. Sharon Macdonald, in her text, Expanding Museum Studies, within A Companion to Museum Studies, explores this idea by stating the new museology is about "understanding the public as diverse, plural and active, rather than as a relatively homogenous and rather passive mass". 23 Similarly, Kreps remarks that "conventional museums are seen as object oriented whereas the new museum is people centered and action oriented". ²⁴ Rhiannon

16 Ibid.

²⁴ Kreps, *Liberating Culture*, 10.



¹⁷ Kreps, *Liberating Culture*, 9.

¹⁸ Mason, Cultural Theory and Museum Studies, 22.

¹⁹ Sharon Macdonald, Expanding Museum Studies, 3.

²⁰ Witcomb, *Re-Imagining the Museum*, 79.

²¹ Kreps, *Liberating Culture*, 9.

²² Witcomb, Re-Imagining the Museum, 80.

²³ Macdonald, Expanding Museum Studies, 8.

Mason, in the text *Cultural Theory and Museum Studies*, suggests that the new museology emphasizes "the radical reassessment of the roles of museums in society". ²⁵

²⁵ Mason, Cultural Theory and Museum Studies, 23.



2.2 Museum Travel Programs

Museum travel programs are one way to accommodate the growing numbers of tourists who are not only "seeking a more meaningful experience at the destination, [but] are beginning to take note of the impacts that their visit has on the host destination." There is a limited amount of research published specifically on museum travel programs. Anthony J. Tighe published, "Learning on the Go: Museum Travel Programs" in the winter of 1988. While it is clear museums have been offering conventional travel programs for over 30 years, it is surprising there is not more literature focusing on them. Tighe believes that the first museum travel program came about in 1953 when "Professor C. Bruce Hunter led the American Museum of Natural History's first archeological tour to Mexico" and notes "he probably had little idea that he was creating a new museum program." Tighe also discussed museum travel program development, challenges and "recent" trends. Although this piece of literature is nearly 30 years old, it is to date, the most comprehensive analysis of museum travel programs.

There has been some literature published regarding travel programs that are offered by independent travel brokerages, and tourism companies. Michael Lipske, a wildlife tourism guide for NWF Expeditions travel programs "function as clients' travel advisers, guidance counselors and more." The trend is emerging that some of these companies that offer travel programs "are now shepherding thousands of customers annually on trips to view wolves, polar bears, penguins, whales and other animals, many guides are spending more than half the year on the road or deep in the bush." From museums to private organizations, travel programs are offered

³⁰ Ibid.



²⁶ Frey & George, Responsible Tourism and the Tourism Industry, 113.

²⁷ Anthony J. Tighe, "Learning on the Go: Museum Travel Programs," *The Journal of Museum Education* 13, no. 1 (1988): 6.

²⁸ Ibid

²⁹ Michael Lipske, "Guiding People Through Nature," *National Wild Life* 44, no. 4. (2006): 16-17.

to tourists with guides accompanying them. In many cases, the guides are experienced, often "with a master's degree in biology and the people-managing skills of a hotel concierge." Lipske illustrates the current state of travel program guide experience levels by stating, "not so long ago, if you signed up for a nature trip, your tour leader was apt to be a high-school science teacher or college professor with the summer off. They would trade their basic knowledge of the outdoors and interpretative skills for a free trip and a little income. But these days, guiding people through the outdoors has evolved into a full-time profession and the people practicing it frequently come with advanced degrees in the natural sciences or similar disciplines." Tighe shares what the experience level of the tour guides was in the 1980's: the "Smithsonian Associates Travel Program's 13 employees have previous travel-industry experience, most have backgrounds in museum education, art history or related fields. In addition, the experts chosen to lead a tour must also be good educators..." While the requirement of who is considered an "expert" may have evolved, museums may have been leading the trend of selecting experts to accompany tourists on education based travel programs, something that continues today.

³³ Ibid.



³¹ Ibid.

³² Ibid.

Chapter 2- Tourism

2.1 Tourism, and The BLT Model

Tourism is both an activity and an industry which is not easily defined. Some define tourism from the perspective of the tourist, as either being centered around a "location (involving a stay away from home of at least one night) or [an] experience (leisure and recreational activities undertaken away from the home and the immediate neighborhood but not necessarily involving an overnight stay)."³⁴

Clare A. Gunn and Turgut Var offer several definitions from the field in their book, *Tourism Planning: Basics, Concepts, Cases*, which has attempted to satisfy the need for understanding tourism. The first definition they offer is from Alister Mathieson and Geoffrey Wall's book, *Tourism: Economic, Physical, and Social Impacts*, suggesting tourism is "the temporary movement of people to destinations outside their normal places of work and residence, the activities undertaken during their stay in those destinations, and the facilities created to cater to their needs." Gunn and Var expand this further, by offering another definition from Robin A. Chadwick, which states tourism is "the movement of people; a sector of the economy or industry; and a broad system of interacting relationships of people, their needs and services that respond to these needs." Donald G. Reid, in his book *Tourism, Globalization, and Development: Responsible Tourism Planning* prefers to use the definition that "tourism is the sum of the phenomena and relationships arising from the interaction among tourists, business suppliers, host governments, host communities, origin governments, universities, community

³⁴ Shaw and Williams, *Tourism and Tourism Spaces*, 9.

³⁵ Clare A. Gunn Turgut Var, *Tourism Planning: Basics, Concepts, Cases*, New York: Routledge, 2002, 9.; Alister Mathieson and Geoffrey Wall, *Tourism: Economic, Physical, and Social Impacts*, London: Longman, 1985.

³⁶ Ibid.; Robin A. Chadwick, "Concepts, Definitions and Measures Used in Travel and Tourism Research," In *Travel, Tourism and Hospitality Research*, ed. J. R. B. Ritchie and C. R. Goeldner, (New Work, John Wiley & Sons, 1994).

colleges and non-governmental organizations, in the process of attracting, transporting, hosting and managing these tourists and other visitors."³⁷ The field agrees that at least one aspect of tourism is the relationship between tourism brokers, locals and the tourists traveling.

One framework that is used to analyze these relationships and interactions is Marc Miller's Broker-Local-Tourist model, or BLT, from his paper, *Broker-Local-Tourist (BLT) Model*, which is the human component of the Human, Artifactual and Natural Systems (HANS) framework. Within this framework, relationships are analyzed within the context of museums participating in tourism. In addition to the Human component, the BLT, there are also the Natural and Artifactual Components that are an integral part of shaping and influencing the museums. Miller defines brokers as "persons who, in one way or another, manage, design or otherwise seek in their occupational work to control tourism outcomes". 39

Within museums, brokers would be museum staff and administration, or those running the museum, encouraging people to visit. The museum itself is a tourism destination that may be visited by both locals and tourists. Locals, according to Miller, "are not engaged in the business or management of tourism" however they may still be impacted by tourism outcomes. Within the context of museums, locals would be individuals in the surrounding area who witness tourists and tourism. Tourists, based on Miller's model, are "persons who are motivated to visit a tourist destination and who subsequently return home". These would be visitors to the museum who come from an area outside the local region.

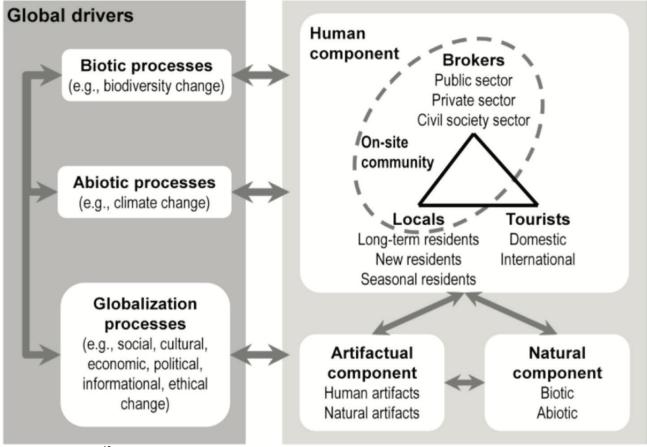
⁴¹ Ibid.



³⁷ Donald G. Reid, *Tourism, Globalization, and Development: Responsible Tourism Planning, London: Pluto Press,* 2003, 102.

³⁸ M.L. Miller, "Broker-Local-Tourist (BLT) Model," In *The Encyclopedia of Tourism and Recreation in Marine Environments*, ed. M. Luck. (Oxford: CABI Publishing, 2008), 71.

⁴⁰ Ibid.



The HANS Model⁴²

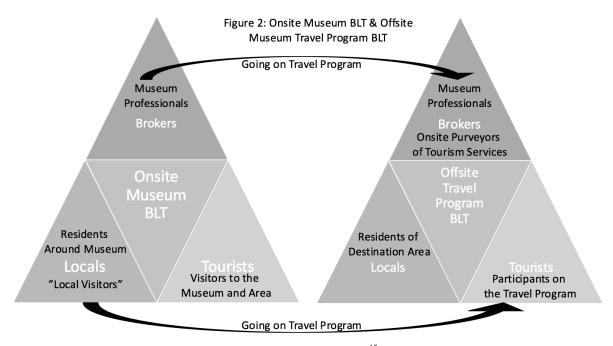
The Artifactual Component consists of "all the elements of material culture that are the products of human innovation, as well as natural and non-natural objects created or utilized by non-human organisms." Within the context of museums, this actually represents museums and the artifacts housed within them. It also applies to monuments as well as other human constructions often visited by tourists for their historical or cultural value. The Natural Component is made up three distinct areas. Miller states it is "important to distinguish and recognize the overlap between the elements of nature that can be extracted and are therefore valuable to humans as natural resources, those that are visited for their value as touristic

⁴² Ibid.

⁴³ Mark L. Miller, R. W. (Bill) Carter, Stephen F. Walsh and Sheila Peake, "A Conceptual Framework for Studying Global Change, Tourism, and the Sustainability of Iconic National Parks," *The Geowright Forum* 31, no. 3, (2014), 261.

amenities, and those of little immediate utility or interest to humans."44 This component especially applies to zoos, aquariums, arboretums and botanical gardens and any museum involved with nature or natural landscapes.

This model can also be applied to analyzing offsite travel programs offered by museums and like institutions. The distinction must be made here that offsite now brings into the model, a second BLT; one for the onsite museum operations, and one for the offsite location where the travel program takes place. The relationship dynamics remain the same.



Onsite Museum BLT & Offsite Museum Travel Program BLT Model⁴⁵

Miller's findings on global drivers can also be applied to museum tourism. Within the HANS, there are "three dominant categories of processes." Biotic processes, as illustrated by biological and ecological processes influencing change in biodiversity, abiotic processes, as illustrated by physical and chemical processes contributing to change in climate, [and]

⁴⁶ Ibid., 263.



⁴⁴ Ibid., 262.

⁴⁵ Figure 2.

globalization processes, as illustrated by social, cultural, economic, political, ethical, informational processes shaping change in the social order", can all be present within the HANS when applied to museum tourism. This model is used to illustrate the idea that museums are mechanisms for tourism, serving as tourist destinations, run by tourism brokers and visited by both local and tourist communities. Travel programs are one facet of the relationships between brokers, locals, tourists and the natural and artifactual worlds in which they visit.

2.2 From Mass to Responsible Tourisms

Considered an 'old' form of tourism, mass tourism, according to Gareth Shaw and Allan M. Williams, in their book, *Tourism and Tourism Spaces*, is "characterized by large numbers of tourists related to a circuit of mass production." Mass tourism is also stated by Dallen J. Timothy, in his text, "Destination Communities and Responsible Tourism," to produce "unsustainable imbalances" as it is widely known for "its near-synonymous correspondence to boosterism, or a lack of planning, and imposed development at all costs for the sake of monetary gain". It is believed that because "people have become increasingly aware of the adverse sociocultural and environmental impacts of uncontrolled tourism," there has been a shift from 'old' mass tourism to 'new' responsible tourisms.

According to David Leslie, in his text, "The Responsible Tourism Debate," "the 1960's were a time of growing concerns for the protection of the environment". 52 Anna Spenceley in her

⁴⁷ Ibid.

⁴⁸ Shaw and Williams, Tourism and Tourism Spaces, 115.

⁴⁹ Dallen J. Timothy, "Destination Communities and Responsible Tourism," In *Responsible Tourism: Concepts*, *Theory and Practice*, ed. David Leslie. (Boston: CABI, 2015) 72.

⁵¹ Erlet Cater, "Ecotourism in the Third-World- Problems and Prospects for Sustainability," In *Ecotourism: A Sustainable Option?*, ed. Erlet Cater and Gwen Lowman. (New York: John Wiley & Sons Ltd, 1996) 71.

⁵² David Leslie, "The Responsible Tourism Debate," In *Responsible Tourism: Concepts, Theory and Practice*, ed. David Leslie. (Boston: CABI, 2015) 17.

text, "Introduction: Responsible Tourism in Southern Africa," notes that "in the 1970's concern for the local and global consequences of development-related degradation led to the evolution of the notion of sustainable development". 53 This followed a similar trajectory of the development of the new museology as concern for the environment "gained momentum in the 1970's and 1980's leading to alternative forms of tourism led to the adaptation of tourism development to be more environmentally friendly and community friendly". 54 Others in the field, such as Robert Prosser, in his text, "Societal Change and the Growth of Alternative Tourism," support this theory by sharing that in the "1970's did a broad debate and critique emerge" which evolved in the 1980's into "more carefully argued analyses" of the effects of tourists on the environment. 55 As a result, types of tourisms emerged that took into consideration the effects of tourism on the environment, people/cultures and economies to minimize negative impacts. The field agrees that these types of tourisms emerged out of the responsible trends in tourism development and the commitment to adopt planning and management practices indicative of responsible tourism, meaning both the broker and tourist understood the importance "of respect for others and their environment".56

The tourism field agrees that "responsible tourism is not a tourism product or brand."⁵⁷ Rather, Leslie claims "it represents a way of doing tourism planning, policy and development to ensure that benefits are optimally distributed among impacted populations, governments, tourists and investors."⁵⁸ Nicole Frey and Richard George, in their text "Responsible Tourism and the Tourism Industry: A Demand and Supply Perspective," agree that responsible tourism

⁵⁸ Ibid.



⁵³ Anna Spenceley, "Introduction: Responsible Tourism in Southern Africa," In *Responsible Tourism: Critical Issues or Conservation and Development*, ed. Anna Spenceley. (Sterling: Earthscan, 2010) 1. ⁵⁴ Leslie. *The Responsible Tourism Debate*. 17.

⁵⁵ Robert Prosser, "Societal Change and the Growth of Alternative Tourism," In *Ecotourism: A Sustainable Option?*, ed. Erlet Cater and Gwen Lowman. (New York: John Wiley & Sons Ltd, 1996) 21.

⁵⁶ Leslie, The Responsible Tourism Debate, 20.

⁵⁷ Ibid.

guidelines provide "a framework for the tourism industry to adopt more sustainable and responsible management practices by safeguarding the social, natural and economic environments in which they operate."59 They define responsible tourism as being "about providing better holiday experiences for guests and good business opportunities to enjoy better quality of life through increased socio-economic benefits and improved resource management". 60 David Leslie sees responsible tourism as having "not only respect for the locality and people but also acting responsibly in terms of one's own actions and, moreover, in the management and operation of business in the way of being environmentally and/or ethically responsible". 61 However, there are those who see responsible tourism as a less than noble cause. Bryan S.R. Grimwood Olga Yudina, Meghan Muldoon and Ji Qui, in their article, "Responsibility in tourism: A discursive analysis," remark that some believe "responsible tourism is adopted more often as a marketing ploy than an ethical planning mechanism."⁶² Grimwood et al also shares another perspective in the field that, "responsible tourism has largely failed to achieve the outcomes desired by its proponents due to a lack of philosophical engagement with the meaning of responsibility."⁶³ This level assessment offered by Grimwood et al suggests "how we talk about and communicate responsibility in tourism has real-world effects, some that can be extraordinarily positive or productive, and others that can perpetuate socially dominant or ecologically destructive ideologies."64 It is important that museums recognize potential outcomes of participating in tourism, especially responsible tourism.

5

⁶⁴ Ibid.



⁵⁹ Nicole Frey & Richard George, "Responsible Tourism and the Tourism Industry: A Demand and Supply Perspective," In *Responsible Tourism: Critical Issues or Conservation and Development*, ed. Anna Spenceley. (Sterling: Earthscan, 2010) 109.

⁶⁰ Ibid., 109.

⁶¹ Leslie, The Responsible Tourism Debate, 20.

⁶² Bryan S.R. Grimwood Olga Yudina, Meghan Muldoon and Ji Qui, "Responsibility in tourism: A discursive analysis," *Annals of Tourism Research* 50 (2015): 23.

2.3 Types of Responsible Tourism

The field agrees that various types of tourisms can be more prone to existing responsibly than others. These types of tourisms include, but are not limited to: alternative tourism, ethical tourism, sustainable tourism, green tourism, ecotourism, volunteer tourism and cultural/heritage tourism. The filed defines alternative tourism broadly as "forms of tourism that are consistent with natural, social and community values and which allow both hosts and guests to enjoy positive and worthwhile interaction and shared experiences." Another definition of alternative tourism offered is that it "focuses on individualism and having a unique and authentic experience through interaction with the local community and environment." When planned responsibly, alternative tourism is "small scale and low impact." Leslie, Frey and George make the point that alternative tourism is the opposite of mass tourism.

Ethical tourism is defined by the filed as a type of tourism that "recognizes that tourists and tourism providers must take some responsibility for their behavior and attitudes, with each stakeholder group gaining equity in the tourism decision making process." Ethical tourism is also defined as "limiting the perceived negative aspects of tourism, while maximizing the positive in destinations." This is accomplished as it "implies ethics in tourism operations and accuracy in the what and the way of promotion, and also equitable distribution and equality in

⁷¹ Leslie, *The Responsible Tourism Debate*, 21.



⁶⁵ Leslie, *The Responsible Tourism Debate*, 20.; Frey & George, *Responsible Tourism and the Tourism Industry*, 109.; Donald G. Reid, *Tourism, Globalization and Development*, Sterling: Pluto Press, 2003, 102-119.; Gunn and Var, *Tourism Planning: Basics, Concepts, Cases*, 87.; Shaw and Williams, Tourism and Tourism Spaces, 119. ⁶⁶ Leslie, *The Responsible Tourism Debate*, 20.

⁶⁷ Frey & George, Responsible Tourism and the Tourism Industry, 110.

⁶⁸ Leslie, *The Responsible Tourism Debate*, 21.

⁶⁹ Frey & George, Responsible Tourism and the Tourism Industry, 110.; Leslie, The Responsible Tourism Debate, 20.

Frey & George, Responsible Tourism and the Tourism Industry, 109.

the use of resources, e.g. labor, products."⁷² It promotes the idea that "tourists and tourism providers have a moral responsibility for their actions."⁷³

Sustainable tourism is defined as "achieving a particular combination of numbers and types of visitors, the cumulative effect of whose activities at a given destination, together with the actions of the servicing businessmen, can continue into the foreseeable future without damaging the quality of the environment on which the activities are based." Another definition is that the "objective [of sustainable tourism] is to manage a destination as far as possible for the continuing enjoyment of tourists, rather than for what might be the opportunities for development." It is "the responsible management of resources for the use and enjoyment of present and future generations." A definition very similar to this is that it "should reflect 'concern for the environment and provision of an economic resource base for future generations." These two definitions encompass the idea that "sustainable tourism therefore seeks to sustain the quantity, quality, and productivity of both human and natural resource systems over time, while respecting and accommodating the dynamics of such systems."

Green tourism to some is its own type of tourism, while to others it would be a segment of ecotourism. On its own, Leslie defines green tourism as "small in scale, involving 'closeness to nature, absence of crowds, quietness, and a non-mechanized environment' and also involving personal contact with the local community." Leslie defines ecotourism separately, stating it is "responsible travel to natural areas that conserves the environment and sustains the well-being of

⁷⁹ Leslie, *The Responsible Tourism Debate*, 22.



⁷² Ibid

⁷³ Frey & George, *Responsible Tourism and the Tourism Industry*, 109.

⁷⁴ Ibid

⁷⁵ Leslie, *The Responsible Tourism Debate*, 23.

⁷⁶ Frey & George, Responsible Tourism and the Tourism Industry, 109.

⁷⁷ Prosser, Societal Change and the Growth in Alternative Tourism, 31.

⁷⁸ Ibid., 32.

local people."*80 Gunn and Var on the other hand would place green tourism within ecotourism and offer a much broader definition of ecotourism. They state "ecotourism is being defined as nature-oriented travel that promotes and finances conservation and resource protection and also adds to the local economy."** Other definitions of ecotourism state it involves "traveling to relatively undisturbed or uncontaminated natural areas with the specific objective of studying, admiring, and enjoying the scenery and its wild plants and animals, as well as any existing cultural manifestations (both past and present) found in these areas."** Frey and George also note that it "1 provides for environmental conservation," "2 includes meaningful community participation" and "3 is profitable and can sustain itself."* Ecotourism can also be defined as "an enlightening nature travel experience that contributes to conservation of the ecosystem while respecting the integrity of the host communities."* A very similar definition offered by the International Ecotourism Society is that it is "responsible travel to natural areas that conserves the environment, sustains the well-being of the local people, and involves interpretation and education... Education is meant to be inclusive of both staff and guests."*

Volunteer Tourism is categorized by the field in a number of ways. Donald G. Reid, in his book, *Tourism, Globalization and Development,* remarks that "many so-called tourists devote their travel activities to projects in the developing world." Scholars such as H. Stoddart and C. M. Rogerson, in their article, "Volunteer tourism: The case of Habitat for Humanity South Africa," offer several definitions of volunteer tourism. One of which suggested by

⁸⁶ Donald G. Reid, *Tourism*, *Globalization and Development*, Sterling: Pluto Press, 2003, 111.



⁸⁰ Leslie, The Responsible Tourism Debate, 23.

⁸¹ Gunn and Var, Tourism Planning: Basics, Concepts, Cases, 87.

⁸² Frey & George, Responsible Tourism and the Tourism Industry, 109.

⁸³ Ibid.

⁸⁴ P. Wright, "Societal Change and the Growth in Alternative Tourism," In *Ecotourism: A Sustainable Option?* ed. Erlet Cater and Gwen Lowman. (New York: John Wiley & Sons Ltd, 1996) 39.

⁸⁵ "What is Ecotourism?," *The International Ecotourism Society, April 3*, 2016, http://www.ecotourism.org/what-is-ecotourism.

Wearing, defines volunteer tourism as encompassing "those tourists who, for various reasons, volunteer in an organized way to undertake holidays that might involve aiding or alleviating the material poverty of some groups in society, the restoration of certain environments or research into aspects of society and environment." R. Scheyvens, in the book, *Tourism for Development: Empowering Communities*, offers the definition that volunteer tourism "may involve individuals from Western countries paying to come to the Third World to assist with development or conservation work, as they desire to achieve something more meaningful than a pleasure-filled, self-indulgent holiday."

Cultural and heritage tourism is considered by the field to be somewhat difficult to define. Bob McKercher and Hilary du Cross, in their book, *Cultural Tourism: The Partnership Between Tourism and Cultural Heritage Management*, define cultural/heritage tourism as "participation in any one of an almost limitless array of activities or experiences." They believe it is "common to avoid defining cultural tourism..." The World Trade Organization refers to it as intangible cultural heritage tourism, and believes "the global wealth of traditions is one of the principal motivations for travel, with tourists seeking to engage with new cultures and to experience the global variety of performing arts, handicrafts, rituals and cuisines. The cultural interaction spurred by such encounters prompts dialogue, builds understanding, and fosters tolerance and peace." Others in the academic field define it as "tourism that respects natural and built environments... the heritage of people and place." Cultural tourism as a motivator for

⁹² Frey & George, Responsible Tourism and the Tourism Industry, 110.



⁸⁷ H. Stoddart and C.M. Rogerson, "Volunteer Tourism: The Case of Habitat for Humanity South Africa," *GeoJournal* 60, no. 3. (2004): 311.

⁸⁸ Ibid.; R. Scheyvens, *Tourism for Development: Empowering Communities*. Pearson: Harlow, 2002.

⁸⁹ Bob McKretcher and Hilary du Cros, *Cultural Tourism: The Partnership Between Tourism and Cultural Heritage Management*, New York: The Haworth Press, Inc. 2006, 5.
⁹⁰ Ibid.

⁹¹ Tourism and Intangible Cultural Heritage, World Tourism Organization (UNWTO), April 3, 2016, http://ethics.unwto.org/en/content/tourism-and-intangible-cultural-heritage.

the tourist is also defined as participation and "curiosity about foreign countries, people culture and places... interest in art, music architecture and folklore... [and] experiencing specific cultural events." It is vital to understand these definitions of tourisms which have high possibility of being planned responsibly and how they might be a part of museum travel programs.

⁹³ Ritchie, Aspects of Tourism: Managing Educational Tourism, 31.



Chapter 3- Relevant Research

Content analysis, document analysis and document evaluation are types of research approaches which "involves codifying qualitative and quantitative information into pre-defined categories in order to derive patterns in the presentation and reporting of information."94 Guthrie and Abeysekera, their article, "Content analysis of social, environmental reporting: What is new?," state a successful content analysis requires the following: "First, the categories of classification must be clearly and operationally defined, that is, the units of analysis. Second, data capture must be systematic – it must be clear that an item either belongs or does not belong to a particular category. Third, content analysis must demonstrate some characteristics for reliability and validity."95

Content and document analysis/evaluation have been used to study tourism by various professionals in the fields of tourism, environmental protection and even museology. "Combating Visitor Pressure: Impact of Tourism on the Conservation of World Heritage Sites," a thesis written by Danielle Hastings, explored the impacts of mass tourism through a two-step methodological approach. First, she conducted a document analysis of "three sets of documents" which "were examined for relevant data." The types of documents evaluated included: "State of Conservation Reports (SoC), Periodic Reports and site-specific tour guide publications."98 She also conducted formal interviews with tour guides who were familiar with tourism at three chosen sites. Hastings coded results of both within "Microsoft Excel to identify

⁹⁶ Danielle Hastings, "Combating Visitor Pressure: Impact of Tourism on the Conservation of World Heritage Sites," (MA Thesis, University of Washington, Seattle, 2014) 29. http://depts.washington.edu/uwmuse/sites/default/files/Hastings Paper 2014.pdf. ⁹⁷ Ibid.





⁹⁴ J. Guthrie and Indra Abeysekera, "Content analysis of social, environmental reporting: What is new?," *Journal of* Human Resource Costing & Accounting 10, no. 2 (2006): 15. 95 Ibid., 16.

common themes and patterns." Hastings concluded that "heavy visitor traffic played a major role in inflicting damage on World Heritage Sites and that the opening up of other paths, reducing the numbers of tourist in heavy visitation areas, and educating visitors on what can be done to mollify these issues may diminish this damage."

Matt Szymanowicz also used the content analysis to understand the role of sustainability in tourism in his thesis, "Merging Paradigms in Marine & Coastal Tourism: Sustainable

Development & Corporate Sustainability." Szymanowicz specifically looked at websites of brokers of corporate tourism. He stated "when an official social and environmental report is not available, as is most often the case with small to medium sized firms, applying the coding system to the firm's website is used as a substitute." Szymanowicz sought to answer "what and how do various sized cruise tourism firms communicate on their websites or through sustainability reporting documents, their role and responsibility to society and the environment?." He asserts that there is opportunity "for the cruise industry to serve an important role in meeting the goals of sustainable development and corporate sustainability."

¹⁰³ Ibid.



⁹⁹ Ibid.

¹⁰⁰ Ibid. i

¹⁰¹ Matt Szymanowicz, "Merging Paradigms in Marine & Coastal Tourism: Sustainable Development & Corporate Sustainability," (MA thesis, University of Washington, Seattle, 2016) 40.

¹⁰² Ibid. 4.

PART TWO: Evaluation of Offsite Museum Travel Programs



Chapter 4- Methodology

4.1 Research Objectives

The purpose of this research was to determine to what extent, if at all, museums are practicing responsible tourism in developing and planning their travel programs. This research was guided by the following research questions (RQs):

- RQ1. Are museums considering the protection of natural resources and the environment when developing their travel programs?
- RQ2. Are museums considering the quality of life and safety of local communities and cultures that are visited?
- RQ3. Are museums encouraging their travelers and tourists to practice responsible tourism behaviors?

4.2 Document Evaluation

This methodology was selected based off the literature review and relevant research taking place across the disciplines of museology, tourism and environmental affairs.

4.2.1 Document Sample

This research into museum travel programs began by conducting a document evaluation of marketing collateral offered by museums and like institutions for the promotion of their travel programs. The criteria for assessment included any museum or like institutions that offer the opportunity to travel as part of a program with the organization that was someway related to the mission statement of the organization. This included two aquariums, the Aquarium of the Pacific in Long Beach, California and the Shedd Aquarium in Chicago Illinois, two zoos, The Houston Zoo in Houston, Texas and the Woodland Park Zoo in Seattle, Washington, two botanic



gardens/arboretums, The UW Botanic Garden in Seattle, Washington and the Minnesota

Landscape Arboretums in Chaska, Minnesota, and two museums, Fine Arts Museum, Boston in

Boston, Massachusetts and the Holocaust Center for Humanity in Seattle, Washington. These
institutions were found via google search and through suggestions by colleagues. A total of
twenty-three programs were assessed with these institutions:

• Seven programs from The Houston Zoo:

- Yellowstone: Elk, Wolf and Bear in the Spring
- Wonders of Yellowstone Family Adventure!
- o Polar Bears of Churchill, Manitoba
- Wildlife and Landscapes: Greater Yellowstone in Winter
- Experience the Great Sandhill Crane Migration
- Ecuador and the Galapagos Islands
- Masai Mara and Mountain Gorillas

• One program from the Woodland Park Zoo:

- o Borneo Wildlife Journey
- One program from the University of Washington Botanic Gardens:
 - o South Africa: The Rugged Coast and Western Cape

• Three programs from Minnesota Landscape Arboretum:

- o Crossing the Andes--An Exploration of Chile, Argentina and Patagonia
- The Gardens and Castles of Scotland
- The Gardens and Culture of Melbourne and Tasmania, Australia

• Three programs from the Shedd Aquarium:

o Iguana Research Expedition



- o Millennial Special: Kayaking in the San Juans
- Swim with Whale Sharks

• One program from the Aquarium of the Pacific:

o Student Eco-Ambassadors Program: Ecuador

• Six programs from the Museum of Fine Arts, Boston:

- o Art Basel Miami Beach
- Contemporary and Colonial Havana
- o The European Fine Art Fair
- o Art and Architecture in the City of Angeles
- o Edinburgh and London
- Brazil: Rio de Janeiro and the Sao Paulo Biennial

• One program from the Holocaust Center for Humanity:

o Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem.

4.2.2 Document Data Collection

The marketing material assessed was obtained from the websites of these institutions.

This included downloadable brochures and itineraries for travel programs currently offered as well as trip highlights and additional information available on the website.

4.2.3 Document Data Analysis

The materials were assessed in three ways to determine if any evidence of responsible tourism planning could be seen. The first method for analysis consisted of identifying keys words and phrases which served as potential indicators of responsible tourism. These words



were coded into various categories based off emergent patterns within the marketing materials.

These categories included: professional guides/leaders who were present on programs, mention of National Parks and protected areas, action based conservation efforts, nature oriented, orientation and information receptions, consciousness of delicate ecosystems, appreciation of and interaction with cultures and cultural heritage.

The second method of analysis of the marketing material consisted of identifying the various types of responsible tourisms that could be evident based off the definitions offered by the field. Key words and phrases were identified and coded into types of tourism which matched definitions offered by the field. These types of tourisms included alternative tourism, ethical tourism, sustainable tourism, green tourism, ecotourism, volunteer tourism and cultural/heritage tourism. Each program offered from every institution was carefully analyzed and compared to the various definitions of these responsible tourisms.

The third method for analyzing the marketing materials consisted of identifying any institution or program that specifically stated or claimed incorporation of a responsible tourism or program developed using a responsible framework. Each program that indicated either the implementation of responsible tourism, or responsible planning/development, was coded into three categories; environmental responsibility, socio-cultural responsibility and economic/structural responsibility. These three categories emerged out of the review of literature in which a trend of categorizing types of tourisms into the categories of environment, socio-cultural and economic was identified.



4.3 Survey

This methodology was selected to serve as a supplement to the document evaluation to determine first hand institution participation in responsible tourism. A survey was sent to specifically question what areas of responsible tourism planning these organizations are actively pursuing, if at all, and which they are less focused on.

4.3.1 Survey Sample

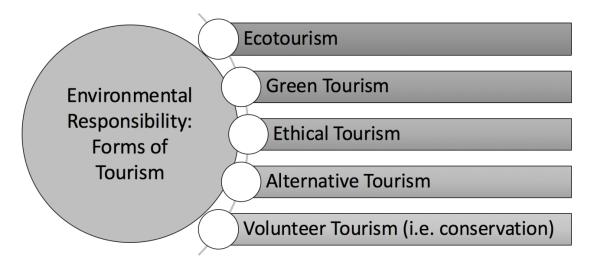
A survey was sent to eight professionals who are employed in the planning, development or execution of travel programs for museums and like institutions. Five responses were received. All four institution categories were represented by one zoo, one garden, one aquarium and two museums.

4.3.2 Survey Design

As the document evaluation was informed by the literature, this thirty-three question survey was also coded into four categories. The first, a general background section, consisted of three questions to gain a better understanding of the type of museum responding and the travel programs they offer. Two other major categories which emerged from the literature were also implemented in the design of the questionnaire; environmental responsibility and social responsibility.

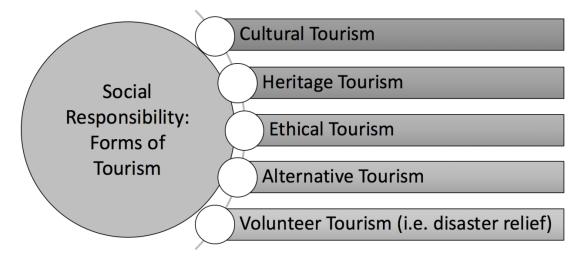


Figure 3: Environmental Tourism Categories



¹⁰⁴ Environmental Tourism Categories

Figure 4: Social Tourism Categories



¹⁰⁵Social Tourism Categories

The second section, Environmental Responsibility, consisted of ten questions geared towards understanding the ways in which these institutions incorporate responsible tourism and planning regarding environmental impact. The third section, Social Responsibility, also consisted of ten questions which were designed to understand how these programs were developed

¹⁰⁴ Figure 3.



responsibly in regards to the impact they can have on local cultures and individuals. These two sections were designed in large part from the eight principles of ecotourism as developed by P. Wright. These principles, although initially meant to apply to responsible tourism of the environment, can also be shifted to apply to responsible cultural tourism. The fourth and final section, Responsible Tourism, addresses specific ways in which their programs may be responsible; including any education and awareness components they offer or include. The questions were arranged as statements to which respondents could select, Yes, No, Uncertain and Does Not Apply. Respondents had the option to skip any and all questions they chose not to answer.

4.3.3. Survey Data Collection

The survey was sent out in two forms. The first was a PDF attached in an email to the contact persons listed on the marketing materials obtained from the document evaluation. Each email was addressed specifically to the individual and institution that they represented. This yielded one response, of the eight contacted, in the form of a PDF questionnaire from the Woodland Park Zoo. The second was a follow up email sent included the survey as a PDF again, but also with a link to take the survey electronically. Survey Monkey was the electronic survey system used to create this version of the survey. This attempt resulted in four completed online surveys from the UW Botanic Garden, the Shedd Aquarium, the Museum of Fine Arts, Boston, The Holocaust Center for Humanity.

¹⁰⁶ Wright, "Societal Change and the Growth in Alternative Tourism," 39-40.



4.3.4 Survey Data Analysis

The PDF survey results were entered into the online survey system and all five survey results were analyzed using the Survey Monkey analysis function and exported to an excel document. Each question was analyzed for patterns and anomalies within the data.



Chapter 5- Results

5.1.1 Document evaluation Results

The document evaluation shed some light on answering the research questions and allowed for the identification of trends and patterns within the marketing material offered by the institutions.

5.1.2 RO1

When looking at if/how these museums and like institutions are considering the protection of natural resources and the environment, recurring words and phrases regarding the environment began to emerge. Of the twenty-three travel programs that were assessed, sixteen specifically mention active awareness of natural resources and the environment. The institutions and programs included in this were: Houston Zoo's seven programs, Woodland Park Zoo's one program, the UW Botanic Garden's one program, Minnesota Landscape Arboretum's three programs, Shedd Aquarium's three programs, and Aquarium of the Pacific's one program. Breaking this down further, different areas are the focus of natural and environmental awareness. Of those sixteen programs, 100% are nature based or nature focused programs. Nine of the programs incorporate a visit to a national park or government protected natural areas. Twelve incorporate conservation action at various levels ranging from donations to active conservation and research in the destination. Nine programs mention specific awareness of the ecosystems of the destination areas. Thirteen include professional guides or leaders who are experts in their fields. One travel program, out of the twenty-three, offered by Museum of Fine Arts, Boston, mentioned access to natural areas such as mountains and beaches. However, there is no indication of responsible planning regarding this access.



The next stage of the document evaluation, identifying the types of environmentally responsible tourisms that these programs could be participating in based off of definitions in the field, also yielded data that indicates these institutions are considering protection of natural resources and the environment. Of the sixteen programs that address natural and environmental awareness, various types of responsible tourism could be in play. The Houston Zoo's seven programs all display evidence of alternative tourism, as they are "focuse[d] on individualism and having a unique and authentic experience through interaction with the local community and environment" as well as being "small scale and low impact." The Houston Zoo limits the number of tourists on each trip to a safe and manageable number, in line with alternative tourism, with the maximum number of tourists ranging between fourteen and twenty. This trend is also present in the Shedd Aquarium's three travel programs, which maxed tourists out at eleven for the Galapagos travel program and twenty-seven and twenty- eight for the Whale Shark and San Juan travel programs respectively. Travel program occupancy maximums were unavailable for the other thirteen travel programs based off available marketing material.

Of the sixteen programs that addressed natural and environmental awareness, all exhibited evidence of implementing or including aspects of sustainable, green and eco tourisms. All of Houston Zoo's travel programs were nature focused, with four, Wildlife and Landscapes: Greater Yellowstone in Winter, Experience the Great Sandhill Crane Migration, Ecuador and the Galapagos Islands and Masai Mara and Mountain Gorillas, specifically stating attention to ecosystems and ecology of the destination areas as a focus of the travel program. Woodland Park Zoo's travel program, Borneo Wildlife Journey, also specifically addressed a focus on nature with the tagline that tourists would be "likely to encounter an unusual array of flora and wildlife,

¹⁰⁸ Leslie, The Responsible Tourism Debate, 21.



¹⁰⁷ Frey & George, Responsible Tourism and the Tourism Industry, 110.

including hornbills, elephants, and, of course, orangutans and monkeys."¹⁰⁹ Both the UW Botanic Gardens and the Minnesota Landscape Arboretum programs offer garden tours through National Parks and UNESCO protected areas. All three of Shedd Aquarium's travel programs address the ecosystems and ecology of the program destinations with the focus of a memorable experience in nature. The Aquarium of the Pacific's travel program, Student Eco Ambassadors: Ecuador, places a direct emphasis with their student tourists interacting directly with nature and ecosystems.

The third stage of document evaluation regarding responsible environmental tourism involved identifying any travel programs that were planned specifically with environmental stewardship in mind. Of the sixteen travel programs that addressed natural and environmental awareness, three programs incorporated purposeful, responsible tourism actions in their programs. The first, Houston Zoo's Masai Mara and Mountain Gorillas travel program, was designed to specifically make a positive impact on the environment and ecosystems in the destinations. The marketing material refers to the program specifically as an "Ecotour that will make a difference to [the tourist], and to the areas [the tourists and brokers] visit. [The tourists and brokers] will donate to the important work of the Mountain Gorilla Veterinary Project."

The second travel program that is in this category is Shedd Aquarium's Iguana Research Expedition. This program is focused on tourists participating in "fieldwork on the islands"... where they "can volunteer for specific tasks, but everyone will be involved in the fieldwork."

This field work is about "...investigating the emerging and potentially significant threat of

¹⁰⁹ Woodland Park Zoo. Borneo Wildlife Journey. Seattle: Woodland Park Zoo, 2016. Accessed March 13, 2016. http://www.zoo.org/document.doc?id=1746.

Houston Zoo. Masai Mara and Mountain Gorillas. Houston: Houston Zoo, 2016. Accessed March 4, 2016. http://www.houstonzoo.org/wp-content/uploads/2012/10/Kenya-and-Rwanda-HOUSTON-ii-2017.pdf.

Shedd Aquarium. Iguana Research Expedition. Chicago: Shedd Aquarium, 2016. Accessed March 9, 2016. http://www.sheddaquarium.org/Documents/Shedd Adventures/2016 Iguana Fact Sheet.pdf.

increased tourism and feeding of Exuma rock iguanas."¹¹² This travel program takes into consideration and studies the negative impacts irresponsible tourism can have on the environment and ecosystems. The third program that addresses specific environmental concerns is Aquarium of the Pacific's Student Eco Ambassadors: Ecuador program. This is a volunteer based, "highly structured program that focuses on conservation ecology of both terrestrial and marine environments."¹¹³ It is intended to not only make a difference in the environment and ecosystems where the tourists travel to, bt it is a "program blends science and leadership curriculum that provides students with the opportunity to build the skills needed to become globally conscious citizens,"¹¹⁴ so that they may inspire others. These three programs are all examples of responsible volunteer tourism.

5.1.3 RQ2

When looking at if/how these museums and like institutions are considering the quality of life and safety of local communities and cultures that are visited, the same analysis plan was used to search for recurring, emergent patterns in the marketing materials. Of the twenty-three total programs analyzed, eighteen stated direct interactions with local cultures or observation of local cultures or cultural heritage. The recurring key words and phrases that emerged with regard to local cultures and communities included: local/native arts/crafts, art galleries, museums, interaction with locals, cultural presentations and global/cultural issues. Two programs offer the opportunity to purchase arts and/or craft items from local or native peoples. Six programs introduce tourists to local art galleries. Ten travel programs include visits to local museums. Ten

Aquarium of the Pacific. Student Eco-Ambassadors (S.E.A) Program. Long Beach: Aquarium of the Pacific, 2016. Accessed February 13, 2016. http://www.aquariumofpacific.org/volunteer/sea.



¹¹² Shedd Aquarium. Iguana Research Expedition. Chicago: Shedd Aquarium, 2016. Accessed March 9, 2016. http://www.sheddaquarium.org/Documents/Shedd Adventures/2016 Iguana Fact Sheet.pdf.

programs offer the opportunity for interaction with locals directly either through restaurants or local markets. One program offers presentations of local cultures. Three programs address specific historic and contemporary social or culture issues.

All eighteen of the programs which include local interaction with communities are participating in cultural or cultural heritage tourism based off the definitions of the field, include the World Trade Organization's definition which states cultural and cultural heritage tourism has "tourists seeking to engage with new cultures and to experience the global variety of performing arts, handicrafts, rituals and cuisines." However, it is vital to note that it is unclear if these interactions are responsible in nature within the fifteen travel programs that are not dedicated to addressing social issues. The marketing material only shows evidence that these experiences may exist on travel programs, not that they are responsibly planned.

The three programs that do explicitly state the awareness and inclusion of addressing social, cultural or global issues included the Houston Zoo's Masai Mara and Mountain Gorillas program, Fine Arts Museum, Boston's Contemporary and Colonial Havana program and the Holocaust Center for Humanity's Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem. program. The Houston Zoo's Masai Mara and Mountain Gorillas program incorporates "a short visit to the Genocide Memorial." The Fine Arts Museum, Boston program, Contemporary and Colonial Havana, provides tourists with the opportunity to "discuss current economic and political issues with local academics." The Holocaust Center for Humanity's travel program, Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem. is entirely dedicated to addressing

¹¹⁷ Museum of Fine Arts, Boston. Contemporary and Colonial Havana. Boston: Museum of Fine Arts, Boston, 2016. Accessed March 20, 2016. http://www.mfa.org/programs/contemporary-and-colonial-havana.



¹¹⁵ Tourism and Intangible Cultural Heritage, World Tourism Organization (UNWTO), April 3, 2016, http://ethics.unwto.org/en/content/tourism-and-intangible-cultural-heritage.

¹¹⁶ Houston Zoo. Masai Mara and Mountain Gorillas. Houston: Houston Zoo, 2016. Accessed March 4, 2016. http://www.houstonzoo.org/wp-content/uploads/2012/10/Kenya-and-Rwanda-HOUSTON-ii-2017.pdf.

the Jewish Holocaust and giving the tourists the opportunity to engage in "dialogue with local witnesses, experts, and educators." ¹¹⁸

5.1.4 RQ3

Assessing if museums and like institutions are encouraging their travelers and tourists to practice responsible tourism behaviors, the same three step approached was not as effective in addressing this research question. Key words which suggested potential responsible behavior were identified. The key words and phrases included: orientation, welcome/info reception and asking questions. Of the twenty-three programs assessed, eight include an orientation or welcome/info reception to acquaint tourists with information regarding the program. However, no in depth information was given as to what information was included within these orientations and welcome/info receptions. Two programs specifically state allotting time for tourists to ask questions regarding the material they experience on the program, suggesting an incorporation of an educational element. The presence of these experiences incorporated into the programs, if an emphasis of responsibility is present, would be an example of ethical tourism, which stresses that "tourists and tourism providers have a moral responsibility for their actions." However, no specific mention of responsible tourist or broker behavior was included in the marketing material. The survey results offer much more insight into this research question, as well as the two previous research questions addressed.

¹¹⁹ Frey & George, Responsible Tourism and the Tourism Industry, 109.



¹¹⁸ Holocaust Center for Humanity. Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem. Seattle: Holocaust Center for Humanity, 2016. Accessed March 24, 2016.

https://www.holocaustcenterseattle.org/component/content/archive?year=2014&month=10.

5.2.1 Survey Responses

The five survey responses from Woodland Park Zoo, UW Botanic Garden, Shedd Aquarium, Museum of Fine Arts, Boston, and the Holocaust Center for Humanity, were compared and analyzed in the four sections of the survey: Environmental Responsibility, Socio-Cultural Responsibility, Responsible Economic Impact and Responsible Tourism Planning to identify trends and anomalies that may be occurring across the field. The survey began with five general information questions regarding the name of the institution, name of the individual, type of institution they represented, number of travel programs offered annually, and those who are invited to attend the travel program. See appendix B for results to this section.

5.2.2 RQ1: Environmental Responsibility

Ouestion Six:

You develop your travel programs with the intention that visitors will not degrade any natural resources either in travel, touring or interacting with the environment. Woodland Park Zoo and UW Botanic Garden answered Yes. Shedd Aquarium, Museum of Fine Arts, Boston and Holocaust Center for Humanity answered independently with Uncertain, Does Not Apply and No, respectively.

Question Seven:

You develop your travel programs to include information or education about the environmental surroundings. Three of the five organizations, Woodland Park Zoo, UW Botanic Garden and Shedd Aquarium, answered Yes. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Does Not Apply and No, respectively.



Question Eight: You develop your travel programs to include information or education about the past and current conservation issues and threats. Woodland Park Zoo, UW Botanic Garden and Shedd Aquarium answered Yes. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Does Not Apply and No, respectively.

Question Nine: Your travel programs are developed with the intention of positively impacting the environment through service, volunteering, or education. Woodland park Zoo, UW Botanic Garden and Shedd Aquarium answered Yes. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Does Not Apply and No, respectively.

Question Ten: Your travel programs provide tourists with opportunities to interact directly with the environment. Woodland Park Zoo, UW Botanic Garden, Shedd Aquarium and the Holocaust Center for Humanity answered *Yes.* Museum of Fine Arts, Boston answered *No.*

Question Eleven: These interactions are monitored by a museum employee, a guide, environmental or conservation expert, etc. (Anyone other than the tourist that could hold them accountable for their behavior). All five organizations answered Yes.

Question Twelve: These interactions are carried out independently by the tourist and are not monitored in any away. The Holocaust Center for Humanity answered Yes. Woodland Park Zoo, Shedd Aquarium and Museum of Fine Arts, Boston Answered No. UW Botanic Garden answered Does Not Apply.

Question Thirteen: Some interactions are monitored and some are carried out independently by the tourist. The Holocaust Center for Humanity answered Yes. Woodland Park Zoo, UW Botanic Garden and Shedd Aquarium answered No. Museum of Fine Arts, Boston answered Dos Not Apply.



Question Fourteen: You promote ethical treatment of the environment during these interactions for all parties involved. Woodland park Zoo, UW Botanic Garden and Shedd Aquarium answered Yes. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Does Not Apply and No, respectively.

Question Fifteen: You promote responsible treatment of the environment during these interactions for all parties involved. Woodland park Zoo, UW Botanic Garden and Shedd Aquarium answered Yes. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Does Not Apply and No, respectively.

5.2.3 RQ2: Social Responsibility

Question Sixteen: You develop your travel programs with the intention that tourists will not degrade, harm or negatively impact the homes, lives or communities of local cultures. All five respondents answered Yes.

Question Seventeen: You develop your travel programs to include information or education about the host community culture. UW Botanic Garden, Shedd Aquarium, Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Yes. Woodland Park Zoo answered Uncertain with a write in response of *Sometimes*.

Question Eighteen: You develop your travel programs to include information about the past and contemporary social issues that impact the host community culture. Woodland Park Zoo, Shedd Aquarium and the Holocaust Center for Humanity answered *Yes.* UW Botanic Garden and Museum of Fine Arts, Boston answered *No* and *Does Not Apply*, respectively.

Question Nineteen: You develop your travel programs with the intention of positively impacting local/host communities through volunteer, service or advocacy work. Woodland Park Zoo, UW



Botanic Garden and Shedd Aquarium answered *Yes*. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered *Does Not Apply* and *No*, respectively.

Question Twenty: Your travel programs provide tourists with opportunities to interact directly with the locals. UW Botanic Garden, Shedd Aquarium, Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered *Yes.* Woodland Park Zoo answered *Uncertain* with a write in response of *Sometimes*.

Question Twenty-one: These interactions are monitored by a museum employee, a guide, local interpreter etc. (Anyone other than the tourist that could hold them accountable for their behavior). Woodland Park Zoo, Shedd Aquarium, Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Yes. The UW Botanic Garden answered Does Not Apply.

Question Twenty-two: These interactions are carried out independently by the tourist and are not monitored in any away. Woodland Park Zoo, Shedd Aquarium, Museum of Fine Arts, Boston, and the Holocaust Center for Humanity answered No. UW Botanic Garden answered Does Not Apply.

Question Twenty-three: Some interactions are monitored and some are carried out independently by the tourist. UW Botanic Garden answered Yes. Woodland Park Zoo, Shedd Aquarium, Museum of Fine Arts, Boston, and the Holocaust Center for Humanity answered No. Question Twenty-four: You promote ethical treatment of the local communities and cultures during these interactions for all parties involved. Woodland Park Zoo, Shedd Aquarium, Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Yes. UW Botanic Garden answered No.



Question Twenty-five: You promote responsible behavior toward the local communities and cultures during these interactions for all parties involved. All five respondents answered Yes.

5.2.4 RQs 1 & 2: Responsible Economic Impact

Question Twenty-six: Your program involves mutually beneficial partnerships between many players (including but not limited to government, nongovernmental organizations, industry, scientists and locals). Woodland Park Zoo, UW Botanic Garden, Shedd Aquarium and Museum of Fine Arts, Boston answered Yes. The Holocaust Center for Humanity answered Uncertain.

Question Twenty-seven: Your programs stress the intrinsic values of the natural, cultural and economic resources encountered on the trip. Woodland Park Zoo, UW Botanic Garden and Shedd Aquarium answered Yes. Museum of Fine Arts, Boston and the Holocaust Center for Humanity answered Does Not Apply and No, respectively.

Question Twenty-eight: Your programs are intended to provide long-term benefits to the environment, local community and/or economy (benefits may be conservation, scientific, social, cultural or economic). Woodland Park Zoo, Shedd Aquarium and the Holocaust Center for Humanity answered Yes. UW Botanic Garden and Museum of Fine Arts, Boston, answered Uncertain and Does Not Apply, respectively.

5.2.5 RQ3: Responsible Tourism Planning

Question Twenty-nine: Your program includes educational seminars, meetings or orientations prior to the trip. Woodland Park Zoo, UW Botanic Garden, Museum of Fine Arts, Boston, and the Holocaust Center for Humanity answered *Yes*. Shedd Aquarium answered *Uncertain*.



Question Thirty: Your program includes educational seminars, meetings or orientations during the trip as a check in for tourists to address questions, concerns, comments. All five respondents answered Yes.

Question Thirty-One: Your program includes educational seminars, meetings or orientations after the trip as a follow up to the experience. All five respondents answered Yes.

Question Thirty-two: Responsible tourism and or responsible tourist behavior is brought up: *Prior to the travel program:* UW Botanic Garden, Shedd Aquarium, Museum of Fine Arts, Boston and the Holocaust Center for Humanity

During the travel program: Woodland Park Zoo, UW Botanic Gardens, Shedd Aquarium, the Holocaust Center for Humanity

After the travel program: The Holocaust Center for Humanity



Chapter 6- Implications and Discussion

6.1.1 RQ1

Are museums considering the protection of natural resources and the environment when developing their travel programs? The data collected from the document evaluation suggests not only are some institutions concerned with responsible tourism and actively plan to protect resources and the environment through their travel programs, but also that a possible trend may be emerging in the types of organizations that are incorporating responsible tourism in their travel programs with regards to the environment. The sixteen programs, of the twenty-three that were assessed, that mentioned specific time spent in the natural environment, were all specifically designed to be nature based travel programs. The organizations offering these sixteen travel programs were Houston Zoo's seven programs, Woodland Park Zoo's one program, the UW Botanic Garden's one program, Minnesota Landscape Arboretum's three programs, Shedd Aquarium's three programs, and Aquarium of the Pacific's one program. The potential trend here is that organizations that are directly linked to the natural environment through mission and/or purpose are more aware of the environment and incorporate responsible tourism as a result of this awareness. This claim is supported by the survey results which indicate the Woodland Park Zoo, the UW Botanic Garden and Shedd Aquarium plan travel programs which are "developed with the intention of positively impacting the environment through service, volunteering, or education,"120 whereas the museum based organizations, Museum of Fine Arts, Boston, and the Holocaust Center for Humanity do not.

There is also evidence to support the idea that across the field, museums and like institutions are incorporating responsible tourism techniques with regards to environmental concerns as all five respondents stated tourist interactions with the natural environment are



"monitored by a museum employee, a guide, environmental or conservation expert, etc. (Anyone other than the tourist that could hold them accountable for their behavior)." Only one institution, the Holocaust Center for Humanity, also allowed unmonitored interactions between tourists and the environment, even though most were monitored. This could suggest a potential awareness of negative impacts tourists have on the environment and a desire on the broker's part to counteract those negative impacts by monitoring tourist activity in the natural environment.

6.1.2 RQ2

cultures that are visited? The data collected from the document evaluation indicates that yes, some programs are addressing directly socio-cultural issues and responsible tourism regarding them. The evidence supporting this claim is found in the marketing material for three programs offered by the Houston Zoo, Museum of Fine Arts, Boston, and the Holocaust Center for Humanity's travel programs. During the Houston Zoo's Masai Mara and Mountain Gorillas program, the short visit to the Genocide Memorial in Rwanda is indicative of responsible cultural tourism which brings awareness to and addresses the severe socio-cultural issue of genocide which took place in the country. Museum of Fine Arts, Boston's travel program, Contemporary and Colonial Havana, in Cuba provides a responsible cultural tourism experience as it includes the local perspective when addressing the social, economic and cultural issues that historically and presently exist. The entire travel program developed by the Holocaust Center for Humanity is an example of responsible cultural tourism. It offers a well thought out and careful approach to

¹²² Appendix D, Question 12.



¹²¹ Appendix D, Question 11.

sensitive material, which is gives tourists the chance to interact with locals first hand to gain a better understanding of events associated with the Holocaust. These three travel programs show responsible cultural tourism as defined by the World Tourism Organization which states "the cultural interaction spurred by such encounters prompts dialogue, builds understanding, and fosters tolerance and peace." ¹²³

Evidence of socio-cultural responsible awareness is also present as a result of survey responses. 100% of the survey respondents stated that they "develop [their] travel programs with the intention that tourists will not degrade, harm or negatively impact homes, lives or communities of local communities." 124 100% of the survey respondents also stated that they "promote responsible behavior toward the local communities" 125 during interactions between tourists and locals. Not only does this mean these brokers are incorporating responsible tourism planning methods with regards to local communities, but that they are also taking the treatment of local communities into consideration and promote responsible behavior for tourist-local interactions. Taking it further, four out of the five respondents stated that interactions between tourists and locals are always "monitored by a museum employee, guide, local interpreter etc. (anyone other than the tourist that could them accountable for their behavior)." The UW Botanic Garden stated that "some interactions are monitored." This means that these five institutions all monitor at least some, if not all, of the interaction between their tourists and locals, promoting responsible behavior of the tourist.

Appendix D, Question 23.



¹²³ Tourism and Intangible Cultural Heritage, World Tourism Organization (UNWTO), April 3, 2016, http://ethics.unwto.org/en/content/tourism-and-intangible-cultural-heritage.

¹²⁴ Appendix D, Question 16.

¹²⁵ Appendix D, Question 25.

¹²⁶ Appendix D, Question 21.

6.1.3 RQ3

Are museums encouraging their travelers and tourists to practice responsible tourism behaviors? While the findings of the document evaluation reflected minor to almost no promotion of responsible tourism behavior, the survey responses suggest otherwise. Four out of the five respondents stated that their travel programs do include "educational seminars, meetings or orientations prior to the trip," with all five respondents stating they have "educational seminars, meetings, or orientations during the trip as a check for tourists to address questions, concerns, comments." All five of the respondents stated having "educational seminars, meetings or orientations after the trip as a follow up to the experience." This evidence suggests that brokers of travel programs are becoming aware of the necessity to educate and prepare tourists to travel to a different location, allow them to express questions and concerns, and follow up with the tourist post program to tie the experience together. This preparedness in and of itself is evidence of responsible tourism planning.

Responsible tourism and or responsible tourist behavior is also brought up at various times by 100% of the respondents. One of the five respondents, the Holocaust Center for Humanity, embraces responsible tourism/behavior strongly, by discussing it with tourists, "prior to the travel program, during the travel program [and] after the travel program." Two of the five respondents, UW Botanic Garden and Shedd Aquarium, discuss responsible tourism and responsible tourist behavior both "prior to the travel program" as well as "during the travel program." Woodland Park Zoo discusses responsible tourism/behavior with tourists "during

¹³² Appendix D, Question 32.



¹²⁸ Appendix D, Question 29.

¹²⁹ Appendix D, Question 30.

¹³⁰ Appendix D. Ouestion 31.

¹³¹ Appendix D, Question 32.

the travel program"¹³³ and Museum of Fine Arts, Boston does so "prior to the travel program."¹³⁴ This potentially suggests a trend in the field that organizations offering travel programs are in fact concerned with responsible tourist behavior in general and promote responsible tourism.

7. Conclusion

Travel programs are an excellent opportunity for museums and like institutions to participate in responsible tourism. Just as Szymanowicz asserted that cruise line tourism brokers have an opportunity "for the cruise industry to serve an important role in meeting the goals of sustainable development and corporate sustainability"¹³⁵ so do museums as brokers of tourism have the same opportunity when developing their travel programs. It is important that institutions which are looking to develop, or already offer travel programs, evaluate them based off their responsibility levels in the following three areas: environmental impact, socio-cultural awareness, and responsible tourism behavior standards. As Hastings found "poor management systems and poor management plans were a major contributing factor to the conservation issues resulting from heavy visitor traffic," 136 tourists on travel programs need to be made aware of their potential negative impacts. Programs which are developed with a responsible tourism framework are more likely to lead to positive outcomes and lend themselves to the new museology paradigm. This would allow travel programs to become "effective solution[s] for many of the world 's greatest challenges" which include environmental conservation, social advocacy and economic development.

http://cf.cdn.unwto.org/sites/all/files/pdf/unwto_annual_report_2014.pdf, 2015, 11.



¹³³ Appendix D, Question 32.

¹³⁴ Appendix D, Question 32.

¹³⁵ Appendix D, Question 32.

¹³⁶ Hastings, 63.

¹³⁷ World Tourism Organization, "UNWTO Annual Report 2014,"

This thesis provides evidence that museums, as brokers of tourism, are considering the implications and impacts their programs can have environmentally, socio-culturally and on promoting responsible tourist behavior. Through the document evaluation of marketing material as well as the survey responses, it is clear the sample of museums and like institutions are beginning to embrace the responsible tourism trend. Concerns over the environment, social advocacy and responsible tourist behavior were all addressed in different ways by the eight institutions and the twenty-three programs evaluated. While some focused more closely on certain areas, there is evidence that responsible tourism is being incorporated into travel programs in different ways and at different levels. It is very possible this trend will continue to become evident as more institutions embrace the new museology and explore what that means as brokers of tourism.



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APPENDIX A: Coding Rubric for Key Words

Color Code: Preference Content Code: Preference Code: Pre



,	WOODLAND PARK ZOO
Name of Program:	Borneo Wildlife Journey
Key Words:	conservation
	national park
	museum
	cultures
	guides
	nature
	UW BOTANIC GARDEN
Name of Program:	South Africa's Rugged Coast and Western Cape
Key Words:	National Park
	Reserve
	Cultural heritage
	ecosystems
	local guides

	MINNESOTA LANDSCAPE ARBORETUM						
Name of Program:	Crossing the AndesAn Exporation of Chile, Argentina and Patagonia	The Gardens and Castles of Scotland	The Gardens and Culture of Melbourne and Tasmania, Australia				
Key Words:	cultures	historic	cultures				
	heritage	museum	arts				
	guide	cultures	preserved architecture				
	donation	nature	parks				
	conservation		national parks				
	museum		protected				
	natural		natural enviornment				
	National Park		UNESCO World Heritage-listed				
	UNESCO World Heritage site		museum				
			host				
			guides				

	MUSEUM OF FINE ARTS, BOSTON								
Name of Program:	Art Basel Miami Beach	Contemporary and Colonial Havanaa	The European Fine Art Fair	Edinburch and London					
Key Words:	galleries	culture	art	galleries					
	art	art		museums					
	historic	econimic & political issues							
	museum	guide							
			-						
			_						
Name of Program:	Brazil: Rio De Janeiro and the Sao Paulo Biennial	Art and Architecture in the City of Angels							
Key Words:	cultural	cultiral center							
	museums	museums							
	galleries	art							
	moutains-beaches								

HOLOCAUST CENTER FOR HUMANITY						
Name of Program:	Name of Program: Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem					
Key Words:	museums					
	culture					
	history					
	locals					
	war					

	SHEDD AQUARIUM							
Name of Program:	Iguana Research Expedition	Millennial Special: Kayaking in the San Juans	Swim with Whale Sharks					
Key Words:	ecology	guides	guide					
	research	welcome dinner	ecology					
	conservation	ecosyststems	guides					
	wildlife conservation	wildlife	cultures					
	volunteers		welcome dinner					
	national parks		ecotourism					
	guide		nature					
	nature		·					

AC	AQUARIUM OF THE PACIFIC				
Name of Program:	Student Eco- Ambassadors - Ecuador				
Key Words:	volunteer				
	conservation				
	ecosystems				
	communities				
	global issues				
ĺ	environmental issues				
	nature				



APPENDIX B: Coding Rubric: Tourist Capacities Per Program

RUBRIC: MAX TOURIST CAPACITY

Houston Zoo Programs	Maximum Number of Tourists
Yellowstone: Elk, Wolf and Bear in the Spring	14
Wonders of Yellowstone Family Adventure	20
Polar Bears of Churchill, Manitoba	16
Wildlife and Landscapes: Greater Yellowstone in Winter	14
Experience the Great Sandhill Crane Migration	16
Ecuador and the Galapagos Islands	20
Masai Mara and Mountain Gorillas	16

Shedd Aquarium Programs	Maximum Number of Tourists
Iguana Research Expedition	11
Millennial Special: Kayaking in the San Juans	28
Swim with Whale Sharks	27

APPENDIX C: Coding Rubric: Types of Responsible Tourism

RUBRIC: POSSIBLE TOURISM TYPES								
Institution:	Program:	Alternative	Ethical	Sustainable	Green	Ecotourism	Volunteer	Cultural/Heritage
Houston Zoo	Yellowstone: Elk, Wolf and Bear in the Spring	х		х	Х	х		
Houston Zoo	uston Zoo Wonders of Yellowstone Family Adventure					Х		
Houston Zoo	Polar Bears of Churchill, Manitoba	х		х	Х	х		
Houston Zoo	Wildlife and Landscapes: Greater Yellowstone in Winter	х		х	Х	х		
Houston Zoo	Experience the Great Sandhill Crane Migration	Х		Х	Χ	Х		
Houston Zoo	Ecuador and the Galapagos Islands	х		Х	X	х		
Houston Zoo	Masai Mara and Mountain Gorillas	Х		Х	Х	Х	Х	
Woodland Park Zoo	Borneo Wildlife Journey	х						
UW Botanic Garden	South Africa: The Rugged Coast and Western Cape	х		Х	Х	Х		х
Minnesota Landscape Arboretum	Crossing the AndesAn Exploration of Chile, Argentina and Patagonia	X						X
Minnesota Landscape Arboretum	The Gardens and Castles of Scotland	х						х
Minnesota Landscape Arboretum	The Gardens and Culture of Melbourne and Tasmania, Australia	Х						Х
Shedd Aquarium	Iguana Research Expedition	х	Х	Х	Х	Х		
Shedd Aquarium	Millennial Special: Kayaking in the San Juans	х		Х	X	х		
Shedd Aquarium	Swim with Whale Sharks	Х		Х	Х	Х		
Aquarium of the Pacific	Student Eco-Ambassadors Program: Ecuador	х	Х	Х	Х	Х	Х	х
Museum of Fine Arts, Boston	Art Basel Miami Beach	х						Х
Museum of Fine Arts, Boston	Contemporary and Colonial Havana	х	Х					х
Museum of Fine Arts, Boston	The European Fine Art Fair	х						х
Museum of Fine Arts, Boston	Art and Architecture in the City of Angeles	Х						х
Museum of Fine Arts, Boston	Edinburgh and London	Х						Х
Museum of Fine Arts, Boston	Brazil: Rio de Janeiro and the Sao Paulo Biennial	Х						Х
Holocaust Center for Humanity	Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem.	x	х					x



APPENDIX D: Survey Results

		General Backgro	ound Section of Surve	ı	
Question One:		General Backgro	Name of Institu		
	Woodland Park Zoo	UW Botanic Garden	Shedd Aguarium		Holocaust Center for Humanity
Question Two:			Respondent Na	me:	
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
Answers:	Fred Koontz	Sarah Reichard	Cheryl Mell	N/A	Mark Mulder
Question Three:		What	type of organization d		
		UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
Answers:	Zoo	Arboretum/Botanical Garden	Aquarium	Art Museum	History Museum
Question Four:	W 11 15 17			ms do you offer annually?	
A	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
Answers:					
Question Five:		Who is inv	ited to participate in	your travel program?	
Question rive.	Woodland Park Zoo		Shedd Aquarium		Holocaust Center for Humanity
	Woodiana Fark 200	ov Botaine darden	Sileda / Iquarium	Wascam of the 74 to boston	Other: Individuals in the
Answers:	General Public	General Public	General Public	Members	Holocaust Education Field
	Members	Members	Members	Donors	
	Donors	Donors	Donors		
	Board Members	Board Members	Board Members		
	Employees	Employees	Employees		
		Other: Open to everyone			
		Fnvironme	ntal Responsibility		
	You develop your t			not degrade any natural reso	urces either in travel, touring o
Question Six:	lou dottolop your t	· -	nteracting with the e		
	Woodland Park 700	UW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:		Yes	Uncertain	Does Not Apply	No
7.0.0.0.0.0	1,00	1.55	10.1.00.10.11		1
Question Seven:	You deve	lop your travel programs to in	clude information or	education about the environ	mental surroundings.
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanit
Answers:	Yes	Yes	Yes	Does Not Apply	No
Question Eight:	You develop your t	ravel programs to include info	rmation or education	about the past and current of	onservation issues and threats
Question Light.					
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanit
Answers:	Yes	Yes	Yes	Does Not Apply	No
	Your travel progra	ms are developed with the int	tention of positively i	mpacting the environment th	rough service, volunteering, or
Question Nine:			education	•	
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanit
Answers:	Yes	Yes	Yes	Does Not Apply	No
Question Ten:	You	ir travel programs provide tou	rists with opportunit		
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanit
Answers:	Yes	Yes	Yes	No	Yes
	These interactions				expert, etc. (Anyone other than
Question Eleven:				untable for their behavior).	
		UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	
Answers:	Yes	Yes	Yes	Yes	Yes
O	The	se interactions are carried out	tindenendently by th	e tourist and are not monitor	ed in any away
Question Tweleve:					
Answers:	Woodland Park Zoo	UW Botanic Garden Does Not Apply	Shedd Aquarium No		Holocaust Center for Humanity Yes



Question Thirteen:		Some interactions are monit	ored and some are ca	rried out independently by th	ne tourist.
Question minteen.	Woodland Park Zoo		Shedd Aquarium		Holocaust Center for Humanity
Answers:		No	No	Does Not Apply	Yes
7 11 15 17 17 17 17 17 17 17 17 17 17 17 17 17	1.10	1110	1.10	D 0 0 0 11 0 1 1 1 1 1 1 1 1 1 1 1 1 1	
Question Fourteen:	You	promote ethical treatment of	the environment dur	ing these interactions for all p	parties involved.
•	Woodland Park Zoo	UW Botanic Garden	Shedd Aguarium		Holocaust Center for Humanity
Answers:		Yes	Yes	Does Not Apply	No
	1	1		<i></i>	1
Question Fifteen:	You pr	omote responsible treatment	of the environment d	uring these interactions for al	Il parties involved.
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
	Yes	Yes	Yes	Does Not Apply	No
	•		•		
		Social F	Responsibility		
	You develop your t		_ · · · · · · · · · · · · · · · · · · ·	not degrade harm or negative	ely impact the homes, lives or
Question Sixteen:	Tou develop your t	raver programs with the inten	communities of local		ery impact the nomes, nves of
Question sixteen.	Woodland Park Zoo	LIW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:			Yes		Yes
7 115 11 21 31	1.03	103	103	103	103
Question Seventeen:	You de	velop your travel programs to	include information of	r education about the host co	ommunity culture.
	Woodland Park Zoo		Shedd Aguarium		Holocaust Center for Humanity
Answers:	Uncertain	Yes	Yes	Yes	Yes
	*Sometiems				
	You develop you	r travel programs to include in	formation about the	past and contemporary social	issues that impact the host
Question Eighteen:			community cult		·
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
Answers:	Yes	No	Yes	Does Not Apply	Yes
	You develop your t	ravel programs with the intent	tion of positively impa	ecting local/host communities	through volunteer, service or
Question Nineteen:			advocacy wor	·k.	
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:	Yes	Yes	Yes	Does Not Apply	No
Question Twenty:		Your travel programs provide			
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:	Uncertain	Yes	Yes	Yes	Yes
	*Sometiems				
	These interests			-1 intonumenton etc. (\$	haushausha sayatas shasa a 11
O	These interactions				her than the tourist that could
Question Twenty-one:	Mondleyd Doyle Zon		them accountable for		Halaassat Cantan fan Humanitus
A manuara.	Woodland Park Zoo		Shedd Aquarium		Holocaust Center for Humanity
Answers:	1163	Does Not Apply	Yes	103	Yes
Question Twenty-two:		se interactions are carried out	· · · · · · ·		· · · · · · · · · · · · · · · · · · ·
		UW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:	No	Does Not Apply	No	No	No
Question Twenty-three:				rried out independently by th	
		UW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:	NO	Yes	No	No	No
Ougstion Tourston	V	athing to atmost after the		uunaa duudus ah tu t ti	a fam all mantina investors d
Question Twenty-four:		ethical treatment of the local			· · · · · · · · · · · · · · · · · · ·
A		UW Botanic Garden	Shedd Aquarium		Holocaust Center for Humanity
Answers:	res	No	Yes	Yes	Yes
Overtion Torrest C	Van magnetation	anaible behavior town all 1		l audannaa aluulu - al t	Mana fan all mantte e terrelen. I
Question Twenty-five:	· · · · · · · · · · · · · · · · · · ·	onsible behavior toward the l			
1	woodiand Park Zoo	UW Botanic Garden	Shedd Aquarium	Iviuseum of Fine Arts Boston	Holocaust Center for Humanity
Answers:	Voc	Yes	Yes	Yes	Yes



Responsible Economic Impact							
	Your program involves mutually beneficial partnerships between many players (including but not limited to government,						
Question Twenty-six:		nongovernmental organizations, industry, scientists and locals).					
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity		
Answers:	Yes Yes Yes Uncertain						

Question Twenty-seven:	Your programs stress the intrinsic values of the natural, cultural and economic resources encountered on the trip.					
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity	
Answers:	Yes	Yes	Yes	Does Not Apply	No	

	Your programs are intended to provide long-term benefits to the environment, local community and/or economy (benefits may be						
Question Twenty- eight:	conservation, scientific, social, cultural or economic).						
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity		
Answers:	Yes	Uncertain	Yes	Does Not Apply	Yes		

Responsible Tourism Planning						
Question Twenty-nine:	Your program includes educational seminars, meetings or orientations prior to the trip.					
	Woodland Park Zoo UW Botanic Garden Shedd Aquarium Museum of Fine Arts Boston Holocaust Center for Hum					
Answers:	rs: Yes Uncertain Yes Yes Yes					

	Your program includes educational seminars, meetings or orientations during the trip as a check in for tourists to address questions,						
Question Thirty:	concerns, comments.						
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity		
Answers:	Yes	Yes	Yes	Yes	Yes		

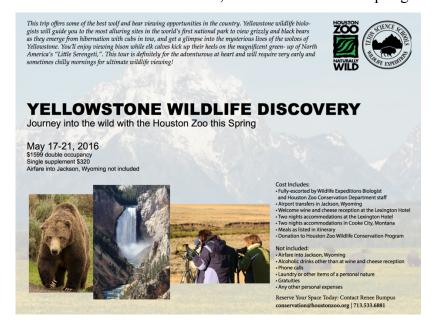
	Question Thirty-one:	Your program includes educational seminars, meetings or orientations after the trip as a follow up to the experience.				
ſ		Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
ſ	Answers:	Yes	Yes	Yes	Yes	Yes

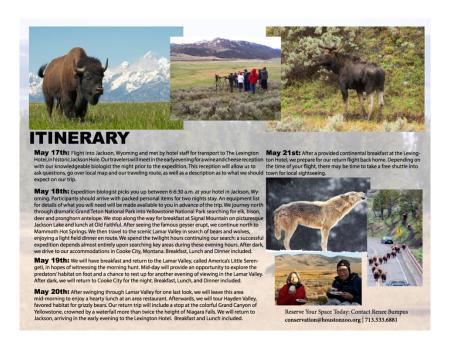
Question Thirty-two:	Responsible tourism and or responsible tourist behavior is brought up:				
	Woodland Park Zoo	UW Botanic Garden	Shedd Aquarium	Museum of Fine Arts Boston	Holocaust Center for Humanity
Answers:	During the program	Prior to the program	Prior to the program	Prior to the program	Prior to the program
		During the program	During the program		During the program
					After the program



APPENDIX E: Marketing Materials

*All brochures and imagines are the property of the institutions which published them Houston Zoo: Yellowstone: Elk, Wolf and Bear in the Spring







Houston Zoo: Wonders of Yellowstone Family Adventure



July 6th - 11th, 2016

A unique travel program for families who want to combine the adventures of Yellowstone with opportunities to take actions to save wildlife.

The Houston Zoo is partnering with Teton Science Schools for a one-of-a-kind family adventure program in one of the world's most beautiful and wildlife-abundant hotspots: The Grand Tetons and Yellowstonel Enjoy the dramatic landscape and the abundant wildlife viewing opportunities with your family. Participate in citizen science projects that contribute to saving animals in North Americal

Your participation supports the efforts of both Houston Zoo and Teton Science Schools —to educate, appreciate, respect and preserve the natural world.





Houston Zoo: The Polar Bears of Churchill, Manitoba



Join the Houston Zoo Travel Program October 22-27th 2016 for The Polar Bears of Churchill, Manitoba

Confirmed dates and pricing will be available in a few weeks. \$500 per person deposit required. Group is limited to a maximum of 16 travelers. Pricing for this trip will be \$6,095 per person double occupancy. Airfare into Winnipeg not included.

This flagship polar bear tour offers extraordinary polar bear viewing opportunities afforded our guests as well as the broad introduction to life in the North over the course of a six-day adventure. Two tundra verbicle day trips and a night trip are complemented by time spent exploring this subarctic outpost, all in the company of professional and experienced expedition guides.

See the world's greatest concentration of polar bears, just outside Churchill, Manitoba while experiencing the frozen wilderness on



ry 1: Winnipeg, Manitoba rive in Winnipeg and enjoy an orientation mer. Accommodations: Fort Garry Hotel

Day 2: Winnipeg / Churchill and Evening on the Tundra Fly to Churchill this morning. This hospitable outpost town, originally a fur-trading post, is our base for adventure. On this 6-day trip we head to the tundra in the evening for our first the control of the

If the skies are clear, our nighttime tundra excursion might provide one of nature's most exhillarating experiences – a chance to view the Northern Lights away from the glare of town. Though they are never predictable, sometimes amidst the darkness of the sub-arctic tundra, the lights begin as a white olden in the northern sky, then begin to

lave 3 & 4: Polar Rear Vie

Unique polar rovers are our mobile means for spending time among the polar bears. Although they accommodate an average of 35 passengers, we take just 15, ensuring everyone a window seat. Our expedition guides know the best places to view bears, which are waiting for the let to solidify on Hudson Bay so they may begin the winter seal-hunting neason.

Alternately regal and whimsical and always awe inspiring, polar bears in the wild offer a natural encounter charged with drama and magic. Yet a warming climate and melting ice sheet are affecting Arctic ecosystems, threatening the future of all polar hear."

As we watch them interact, we're delighted by their antics and rugged beauty. From the warmth of our rover, we may see mothers with cubs and young adult males play-fighting. Guides offer interpretation along



harsh environment. In the evenings, we meet for dinne followed by presentations on wildlife or local cultures

Polar bears are typically in the Churchill area all year round. The highest concentration occurs in Oct. and Nov. Sometimes the best viewing is in the beginning of the season, sometimes the middle and sometimes the end - we never know for sure. The bears are waiting for Hudson Bay to freeze, and when it does, many of them depart. Historically, this has been in early cold shell may coru!

Day 5: Churchill / Winnipeg

Our return flights are scheduled to depart in the mid - late afternoot offer as much time as possible to explore Churchill. As part of th Houston Zoo tour, we would like to offer dogsledding as an include option for this day. Activities are weather dependent and cannot be guaranteed. Prefer to stay in town? Pick up last-minute native handcrafts and souvenirs or, if time permits, take an optional



av 6: Return Home

Day 6: Return Home
After breakfast, transfer to the airport for flights home or extend your

Pre and Post Trip Extension

 -Extra Day in Winnipeg: The Extra Day Program in Winnipeg is a perfect option for travelers who want to arrive early and explore Winnipeg before their Polar Bear adventure. Please contact us for cost on this program.

-Helicopter tours can be booked 90 days prior to departure.
-Dossledding is also available the morning of Day 5 in Churchill

Helicopter forms (including pricing) will be mailed to travelers with pre-departure materials. Sledding forms will also be available – the Houston Zoo will cover the cost of all travelers interested in the dogsledding activity. Both activities are weather dependent and cannot be guaranteed.

R/T flight

xcept either lunch or dinner on your final day in Churchill), services professional Expedition Leaders and assistants, all evening wildlife d cultural presentations, dogsledding if weather is appropriate, tivities/entrance fees, all taxes and service charges.

Not Included

Travel to and from Winnipeg, lunch or dinner on your final day in Churchill, alcoholic beverages, gratuities, travel insurance, items of a personal nature (telephone calls, laundry, etc.).

Getting There & Getting Home

In case of flight or weather delays, our tour operators recommend that you arrive a day early and either participate in their Extra Day Winnipeg program or stay on your own. If you are interested in this program, please let us know. Our small group tour begins with a 7:00 pm welcome dinner on Day 1. You are free to depart at any time on the final day.

Contact conservation@houstonzoo.org or call 713-533-6745 fo more information or if you would like to join us on this very special trip.

complimentary Boots & Parkas
Our tour operator lends winter parkas and Arctic boots to all travelers

ouring their polar bear adventures. Use of this gear will ensure you comfort and eliminate the hassle of carrying these bulky items between your home city and Winnipeg.

Physical Requirements

Easy! A polar bear expedition with requires very little to no walking although the Polar Rovers can sometimes offer a bumpy ride.



Houston Zoo: Wildlife Landscapes: Greater Yellowstone in Winter

Wildlife and Landscapes: Greater

Yellowstone in Winter

February 2 - 8, 2017
Cost \$3,899 based on double occupancy
Single Supplement \$575
Airfare into Bozeman, MT and return from Jacks
Maximum travelers per snow coach is 7
Maximum capacity of this trip is 14 travelers

This winter "wonderland" adventure focuses on the unique beauty of the Greater Yellowstone Ecosystem during the pristine heart of winter. Highlights of the spic adventure include: North America's highest concentrations of wintering elk, Yellowstone National Park's geotherm features and Lamr Yalley's famous wolf populations in their natural







This morning we travel southward through Paradise Valley toward Mammoth Hot Springs, where we may see many elk. Our destination for the night is Cooke City, Montana. An aftermoon or evening drive through the Lamar Valley in Yellowstone's far northeast corne offers our first schne to search for wolves. The park is the best place in the world to view these charismatic predators, and we declicate the next two days to finding them. Although pack movements are unpredictable and he impacts of past human interactions can often make wolves shy in the presence of humans, our Expedition Leader is an













rve Your Space Today: Contact conservation@houst

- Tribut sejancy or source of the Control of the Cont

- Judeds.
 Affaire Participants must fly into Bozeman, MT (airport code BZN) and leave out of Jackson
 Hole, WT (airport code JAC)
 Alcholic drinks
 Phone calls
 Laundy or other Items of a personal nature









Houston Zoo: Experience the Great Sandhill Crane Migration















Houston Zoo: Ecuador and the Galapagos Islands



Join the Houston Zoo Wildlife Conservation Program and Rice Alumni Travel Program on a very special trip to Ecuador and the Galapagos Islands.

Child Rate:

Children 14 and under will receive a \$500 discount. Children must be at least 7 years old to participate in this trip.































Houston Zoo: Masi Mara and Mountain Gorillas

ife Conservation, Rice University Alumni Programs and Terra Incognita Ecol "Masai Mara and Mountain Gorillas"



Saturday 20th May - Sunday 28th May 2017

US\$8,999 per person

Single Supplement is US\$1,250

This could be the next time! Join the Houston Zoo Wildlife Conservation Program and Rice University Alumni Travel Program on a unique journey to experience the famed Massa Mara in Kenya and combine this with the opportunity to **twice** trek Mountain Gorillas in Rwanda.

This is an Ecotour that will make a difference to you, and to the areas we visit. We will donate to the important work of the Mountain Gorilla Veterinary Project.

Group size is limited to 16 guests

 $Contact \underline{conservation@houstonzoo.org} \ for \ bookings \ and \ more \ information$

















Minimum Group size is 8 participants. Group size is limited to 16 participants.

nent is \$1,250; B = Breakfast; L = Lunch; D = Dinner)



Woodland Park Zoo: Borneo Wildlife Journey







UW Botanic Garden: South Africa: The Rugged Coast and Western Cape





Minnesota Landscape Arboretum: Crossing the Andes







Minnesota Landscape Arboretum: The Gardens and Castles of Scotland

The Gardens and Castles of Scotland May 16 - 28, 2016

In 2013 we had a delightful tour which visited some of the most beautiful gardens and castles that Scotland has to offer. This trip was a smashing success, according to our group, and we've been asked to consider another journey there, this time in the springime, to take advantage of the spectacular beauty of the azaleas and rhododendrons in the spring. As a result, we've put together an itinerary that encompasses some of the gardens and castles that we loured in 2013, but we've added some new wrinkles to the tour, some new sites



We begin by touring gardens on the Isle of Bute, off the west coast of Scotland, visiting three great gardens – Mount Stewart, Ascog Hall and Ardencraig. Continuing on along the rugged western shore, we'll visit Benmore Garden, Crare Garden and Arduaine. Our journey continues to the beautifully picturesque Isle of Skye, so often noted for its stark beauty and rugged landscape. We'll spend the day leisurely touring the Isle with many photo stops including a visit to Durvegan Castle, the home of the MacDonald clan.

We'll visit one of Scotland's most treasured and talked about gardens – Inverewe Gardens, clinging to a rugged outcropping of rock on the northwest coast of Scotland. This garden is a testament to the tenancy and perseverance of the builders of the garden, who literally had to hand carry buckets of soil in from some distance away in order to provide the basis for the premier garden that was established here. This garden will have you shaking your head in amazement at the landscape architecture required for its construction.

In Inverness, we'll cruise on Loch Ness, allegedly the home of the mysterious monster so often sighted in the 20° century (but never really seen)! We'll also explore Urquhart Castle along the shore of Loch Ness, and in addition, we'll have free time to explore the lovely town of Inverness with our hotel located in the heart of the city.

En route to the garden city of Aberdeen, outside of Inverness, we visit the historic battlefield of Culloden, site of the defeat of the Jacobite army by the British forces in the mid-18th century which ended Scotland's quest for its independence (save for last year's referendum).

Pitmedden Garden, with its beautiful topiary and stunning parterre gardens, along with David Welch's Winter Garden and Crathes Castle, are on our illineary in and around Aberdeen. In Pittichery, well visit the Expiorer's Garden. In the eighteenth century plant hunting became a profession that sent individuals on voyages round the world to discover and collect new plants. This garden dramatizes these explorations and the expiorers involved. The next morning we'll tour Drummond Castle, a gem of a garden which received rave reviews on our last tour.

Our last stop is Edinburgh, with its famed castle and Royal Botanic Garden. All in all, this is a delightful tour featuring something old from the last tour, along with some new places to explore. And if you make your reservation and deposit before October 31, you can take advantage of our early booking discount offer. We have every reason to believe that we are going to have a full house on this tour, so make plans to join us early and take advantage of the booking discount offer.

Tour Price: \$3,795 land only
EARLY BIRD DISCOUNT—\$3,695 if you book by October 31.
Tour cost is exclusive of airtare, airline taxes and fuel surcharges.
Prices are per person, based on double occupancy. Single supplement \$950 extra.















Minnesota Landscape Arboretum: The Gardens and Culture of Melbourne and Tasmania, Australia













The Gardens and Culture of Melbourne and Tasmania, Australia

October 24 to November 8, 2016 Escorted by Peter Olin















































ourtesy of Tourism Tasmania. All Rights Reserved. Images countesy of Virtuous and Individual gardens. All Einths Essenced.



The Shedd Aquarium: Iguana Research Expedition





The Shedd Aquarium: Swim with Whale Sharks



Imagine swimming within arm's length of a 30-foot shark. Or, better yet, swimming amid a large group of th Of course these giants are docile whale sharks, whose gaping jaws scoop up plankton by the kiloliter.

This amazing aquatic adventure can be yours on Shedd Aquarium's upcoming trip to Mexico's Isla Mujeres, Just off Cancun. Our visit coincides with the annual Whale Shark Festival, which celebrates the shards's seasonal feeding aggregations near the Island. Some years hundreds of whale sharks gather in the warm coastal vaters. This enchanting region loas boarts beautiful coral reefs for snorkeling and a walled Mayan city—the only one of its kind—for exploring.

Why not make your reservations now to swim with whale sharks and enjoy the cama nature-loving travelers? We look forward to being your hosts and guides!

Dr. Kristine StumpShedd Postdoctoral Research Fellow

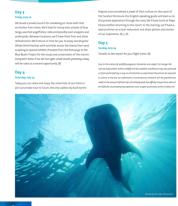
George Parsons Senior Director of Animal Collections

Itinerary

weenesday, July 20

Fly into Cancun International Airport, where you'll be met and transported to our hotel on Isla Mujeres. Check into Na Balam, the boutique hotel that will be our home for the next four nights. Meet your fellow Shedd Adventurers at our welcome dinner at Zazii+1a, a beachfront restaurant.(D)

distance to the dock to board our private boats. Our specially selected outflitter provides sustainable ecotourism services and appays strict attention to regulation regurgating he worflare of the whate sharks. We'll go no people to a boat, spreading out among the parage whate sharks. Two universes firm cast pobat will be allowed in the waster at a time. Depending on where the whate sharks are located, we'll be out five to its form and plot and will be served on board. Throughout our visit with the whate sharks are located, we'll be out five to its form. Alight flux-who the starks are located, we'll provide information and insights into these amazing marine animals. When we return to the island, you'll have the rest for the day to explore the many small restaurants and cafes or dine on your own at the hotel. (II, I)







Swim with Whale Sharks



Things to know about this trip



Registration

Participants can register for the trip through www.AffinityGroupTours.com with a \$500 deposit and the remaining balance due April 20, 2016.

Cancellations

Guest cancellations received before March 30 will receive a Guest cancellations received before March 30 will receive a full refund less to percent service fee. Cancellations 50 to 60 days prior to departure date will result in loss of deposit. Cancellations made 59 to 40 days or less will forfieit 50 percent of the trip cost. Cancellations made after June 15 will forfieit too percent of the trip cost.

Rates and fares

time of publication. Maximum group size is 27 guests.

Insurance

with our partners at Affinity Group Tour

For more information, please contact

Cheryl Mell
Shedd Aquarium
312-692-2161 cmell@sheddaquarium.
www.sheddaquarium.org/travel



The Shedd Aquarium: Millennial Special: Kayaking in the San Juans



Dear travelers

What better place to apperience the rugged majesty of the Racific Northwest than on the water? I noep you! Il join me for three day of payshing among the San Juan Island, an archipelago of 12 slands nestled between the coast of Washington State and Canada's Vancouver Island. The region is Jamed for its marine wild!Jft—Dall's porpoises, Steller see ilons and, Grount, the resident pools of magnificient cares. Overhead we'll watch for bald aedies, capreys and peregrine follows. Along the shore we might even spot river otters. We'll also enjoy two nights of camping under the canago y'd oconstitution filled sky.

Our guides are expert kayakers, ensuring carefree paddling for first-timers as well as those with kayaking experience.
They'll meet our every need, from charting courses for the best wildlife viewing to hot breakfasts to get us going in the
morning. That leaves us to fully experience this breathtaking region and enjoy the camaraderie of this special group.

Sincerely,

Jessica Whiton
Assistant Supervisor, Marine Mammals Deno

Itinerary

Day 1

Arrange your flight from Chicago so that you arrive at Seattle-Tacoma International Airport before 2:50 p.m. to meet our group and transfer to the Swinomish Lodge in Anacortes. Get acquainted with your fellow Shedd Adventurers at a welcome dinner hosted by

Day 2

Friday, July 1

Armed with bowed breakfasts to fortify us, we head out at 5 30 a.m. for the Anacortes ferry dock. Our chartered boat will zij up stetween islands to Friday Harbor, where we check in with Discovery Sea Kayaks. We pack our gear in dry bags, then head to the beach where the kayaks are loaded. After a safety briefing, we're off on a full day

of paddling along wooded shorelines and scenic channels, learning about the animals we see and their ecosystems. At day's end we land and pitch camp. Our guides will prepare a hot dinner with fresh ingredients, leaving us to enjoy hiking trails, sunset and a star-filled sky.

Day 3

We awake to a hot brealfast. After reviewing our route and repacking the kayake, we set out for another day of carefree padding. We'll explore new waters for seals, sea lions, orcas and other marine mammals, river otters along the shore, and bald eagles, openye, and trumpeter swans. Although we cover an average of so miles a day, the pace is always what the group is comfortable with.



MILLENNIAL SPECIALI
Kayaking in the San Juans











Registration

Participants can register for the trip through www.AffinityGroupTours.com with a \$400 depos and the remaining balance due March 30, 2016.

Cancellation

Guest cancellations received before March 30 will receive a full refund less to percent service fee. Cancellations 83 to 60 day prior to departure date will result in loss of deposit. Cancellation made 53 to 40 days or less will forfeit 50 percent of the trip cost. Cancellations made after June 1 will forfeit no percent of the

Rates and fares

All rates and fares are accurate and available at the time of publication. A maximum of 28 guests can participate in this

Insurance

el insurance can be purchased through our pa

For more information, please contact

Cheryl Mell Shedd Aquarium

312-692-2161 cmell@sheddaquarium.org



Aquarium of the Pacific: Student Eco-Ambassadors (S.E.A) Program

Travel with us from the Aquarium of the Pacific to the rainforests of Ecuador

Volunteer and travel with us from the Aquarium of the Pacific to the rainforests of Ecuador. This program is a highly structured program that focuses on conservation ecology of both terrestrial and marine environments. Teach Aquarium visitors about the importance of these ecosystems, and travel to Ecuador and share your knowledge of marine live with jungle dwelling communities of Ecuador.



- An in-depth understanding of ecology, conservation and environmental issues, and solutions.
- Environmental impacts on land, sea, people, the economy and the environment.
- Workplace and leadership skills.

- Scientific concepts to the Aquarium's guests.
 Amazonian Communities about the ocean and its inhabitants.

- Make connections by volunteering on a community project
- · Conduct an investigation and record your observations in the rainforest.
- Empower and challenge yourself.
 Inspire the Amazonian community to become stewards of the ocean.
 Come back and inspire others with your story.

PROGRAM DETAILS:

- Enrollment Deadline: February 19, 2016
- S.E.A. Program Duration: March 2016 August 2016
 Program Schedule: 5 hours on each first and third Saturday of the month from 10:00 AM 330 PM
 Age: Must be enrolled in high school during the 2015-2016 school year
- Ecuador Travel: June 21 July 4, 2016
- Cost: \$5,500
- For more information please call (562) 951-3100

Informational Meeting: Saturday, January 23rd from 5:00-6:00 PM

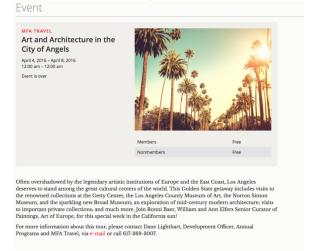
Attend our next informational meeting to learn more about this unique volunteer program; this meeting will highlight the following:

- Travel highlights
- Safety Concerns
 Accommodations
 Environmental Science curriculum
- Payment Deadlines





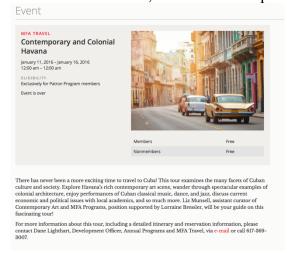
Museum of Fine Arts, Boston: Art and Architecture in the City of Angels



Museum of Fine Arts, Boston: Art Basel Miami Beach



Museum of Fine Arts, Boston: Contemporary and Colonial Havana

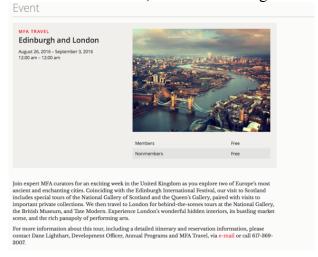




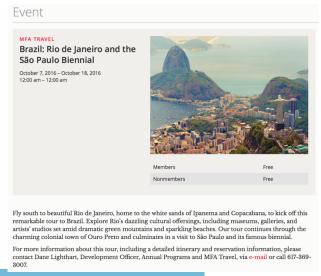
Museum of Fine Arts, Boston: The European Fine Art Fair



Museum of Fine Arts, Boston: Edinburgh and London



Museum of Fine Arts, Boston:





Holocaust Center for Humanity: Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem.



Lost. Found. Reimagined. Warsaw, Krakow, and Jerusalem

Travel with the Holocaust Center for Humanity July 7 - July 19, 2015 HolocaustCenterSeattle.org

> Choose either option Warsaw and Krakow—July 7-14, 2015 Warsaw, Krakow, Jerusalem—July 7-19, 2015 Custom extensions available

The Holocaust Center for Humanity invites you to explore the history and culture of Warsaw, Krakow, and Jerusalem. Come with us to the places important in the history of the Holocaust and enter into a dialogue with local witnesses, experts, and educators.

Our trip includes many firsts:

- · An educational experience designed for the Holocaust Center's friends, supporters, and educat
- A chance to view the new Museum of the History of Polish lews and its recently unveiled (Oct. 28, 2014) permanent exhibition presenting 1000 years of history of Jews in Poland.
- Travel to Jerusalem with visits to Yad Vashem and The Ghetto Fighters Kibbutz/House with its Center for Humanistic Education and Yad Layeled Children's Memorial Museum.
- And more...



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We begin our eight days in Poland in Warsaw, which in 1939, when Nazi Germany invaded and World War II began, was home to the largest Jewish community in the world. We will walk through the remnants of its prewar streets, its wartimes Jewish ghetto and memorials. We will be guided through the stunning exhibits of the newly built Museum of the History

We will travel east to the evolving memorial site of the Treblinka death camp where the majority of Warsaw Ghetto inhabitants were murdered. From there we visit the village of Tykocin and its preserved baroque synagogue built in 1642, one of the very first Jewish sites to be restored in Poland.

Traveling south to Krakow we will explore the architectural and cultural renewal of the Jewish quarter of Kazimierz. Over two day period we will traverse the memorial site of Auschwitz-Birkenau which in 2015 commemorates 70 years after liberation of the camp. At each stop will have opportunity to meet with the contemporary Jewish community and others involved in Polish-Jewish dialogue.

From Krakow we will fly to Warsaw and on to Israel. For our five days in Israel we will be based in Jerusalem, one of the oldest cities in the world. We will explore its antiquities and its modern self. A visit to the incomparable Yad Vashem will give us an opportunity to further discuss remembrance and representation of the Holocaust. We will travel to the Western Galilee to the Ghetto Fighters House/Museum created in 1949, the first of its kind, founded by survivors of the Warsaw Ghetto. A trip to the Judean Desert will bring us to the iconic Masada and Dead Sea.

Please note—there will be a significant amount of walking on this trip.

Warsaw, Krakow, Jerusalem

\$4,255* (Hotel costs based on double occupancy. Single supplement \$920)
Costs are based on a group size of 15 and include: trip manager/special guide, entry fees, local guides, 11 nights at 5 star hotels, daily breakfasts and 14 additional meals, and land travel. Airfare and recommended travel insurance not included.

\$2690* (Hotel costs based on double occupancy. Single supplement: \$575)

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Costs are based on a group size of 15 and include: trip manager/special guide, entry fees, local guides, 7 nights at 5 star hotels, daily breakfasts and 9 additional meals, and land travel (train and private bus). Airfare and recommended travel insurance not included.

\$500 deposit required by January 23, 2015. Full payment required by May 8, 2015

Prices subject to change depending on group size. We have tried to be as accurate as possible at time of writing

If you are interested in participating in this travel experience, visit www.HolocaustCenterSeattle.org.

Or contact Ilana Cone Kennedy, Director of Education, at ilanak@wsherc.org or 206-774-2201.

This program is organized by MIR Corporation (Poland) and Robbins at Lake City (Israel).



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