

- Darcy S (2010) Inherent complexity: disability, accessible tourism and accommodation information preferences. *Tour Manag* 31:816–826. doi:[10.1016/j.tourman.2009.08.010](https://doi.org/10.1016/j.tourman.2009.08.010)
- Dibb S, Simkin L (1993) The strength of branding and positioning in services. *Int J Serv Ind Manag* 4:25–35
- DiGiacomo R (2015) Road Scholar, once Elderhostel, targets boomers. 10 May 2015. <http://www.forbes.com/sites/nextavenue/2015/10/05/road-scholar-once-elderhostel-targets-boomers/print/>. Accessed 20 Jan 2017
- Dolnicar S, Lazarevski K, Yanamandram V (2013) Quality of life and tourism: a conceptual framework and novel segmentation base. *J Bus Res* 66:724–729. doi:[10.1016/j.jbusres.2011.09.010](https://doi.org/10.1016/j.jbusres.2011.09.010)
- Dunifon R (2013) The influence of grandparents on the lives of children and adolescents. *Child Dev Perspect* 7:55–60
- Eusébio C, João Carneiro M, Kastenholz E, Alvelos H (2015) Social tourism programmes for the senior market: a benefit segmentation analysis. *J. Tour. Cult. Chang. Online*:1–21
- Fiske ST, Cuddy AJC, Glick P, Xu J (2002) A model of (often mixed) stereotype content: competence and warmth respectively follow from perceived status and competition. *J Pers Soc Psychol* 82:878
- Fleischer A, Pizam A (2002) Tourism constraints among Israeli seniors. *Ann Tour Res* 29:106–123. doi:[10.1016/S0160-7383\(01\)00026-3](https://doi.org/10.1016/S0160-7383(01)00026-3)
- Flyvbjerg B (2006) Five misunderstandings about case-study research. *Qual Inq* 12:219–245. doi:[10.1177/1077800405284363](https://doi.org/10.1177/1077800405284363)
- Friemel TN (2014) The digital divide has grown old: determinants of a digital divide among seniors. *New Media Soc* 1–19. doi:[10.1177/1461444814538648](https://doi.org/10.1177/1461444814538648)
- Gao J, Kerstetter DL (2016) Using an intersectionality perspective to uncover older Chinese female’s perceived travel constraints and negotiation strategies. *Tour Manag* 57:128–138. doi:[10.1016/j.tourman.2016.06.001](https://doi.org/10.1016/j.tourman.2016.06.001)
- González AM, Rodríguez C, Miranda MR, Cervantes M (2009) Cognitive age as a criterion explaining senior tourists’ motivations. *Int J Cult Tour Hosp Res* 3:148–164. doi:[10.1108/17506180910962159](https://doi.org/10.1108/17506180910962159)
- Geurts T, Van Tilburg T, Poortman A-R, Dykstra PA (2015) Child care by grandparents: changes between 1992 and 2006. *Ageing Soc* 35:1318–1334
- Gladwell N, Bedini LA (2004) In search of lost leisure: The impact of caregiving on leisure travel. *Tour Manag* 25:685–693. doi: [10.1016/j.tourman.2003.09.003](https://doi.org/10.1016/j.tourman.2003.09.003)
- Graeupl A (2006) ‘Silver Surfers’ and their online information search behaviour. *Inf Commun Technol Tour* 2006:236–247
- Graham J (2012) ‘Elderly’ no more. <https://newoldage.blogs.nytimes.com/2012/04/19/elderly-no-more/>. Accessed 20 Jan 2017
- Guido G, Amatulli C, Peluso AM (2014) Context effects on older consumers’ cognitive age: the role of hedonic versus utilitarian goals. *Psychol Mark* 31:103–114
- Guiot D (2001) Antecedents of subjective age biases among senior women. *Psychol Mark* 18:1049–1071
- Horner S, Swarbrooke J (2016) *Consumer behaviour in tourism*. Routledge, London
- Huang L, Tsai HT (2003) The study of senior traveler behavior in Taiwan. *Tour Manag* 24:561–574. doi:[10.1016/S0261-5177\(03\)00008-6](https://doi.org/10.1016/S0261-5177(03)00008-6)
- Hudson S (2010) Wooing zoomers: marketing to the mature traveler. *Mark Intell Plan* 28:444–461. doi:[10.1108/02634501011053568](https://doi.org/10.1108/02634501011053568)
- Kazeminia A, Del Chiappa G, Jafari J (2015) Seniors’ travel constraints and their coping strategies. *J Travel Res* 54:80–93. doi:[10.1177/0047287513506290](https://doi.org/10.1177/0047287513506290)
- Kim MJ, Lee CK, Bonn M (2016) The effect of social capital and altruism on seniors’ revisit intention to social network sites for tourism-related purposes. *Tour Manag* 53:96–107. doi:[10.1016/j.tourman.2015.09.007](https://doi.org/10.1016/j.tourman.2015.09.007)
- Kim H, Woo E, Uysal M (2015) Tourism experience and quality of life among elderly tourists. *Tour Manag* 46:465–476. doi:[10.1016/j.tourman.2014.08.002](https://doi.org/10.1016/j.tourman.2014.08.002)
- Kotler P (1989) From mass marketing to mass customization. *Plan Rev* 17:10–47

- Kotler P, Keller KL, Ancarani F, Costabile M (2014) Marketing management 14/e. Pearson
- Le Serre D, Chevalier C (2012) Marketing travel services to senior consumers. *J Consum Mark* 29:262–270. doi:[10.1108/07363761211237335](https://doi.org/10.1108/07363761211237335)
- Lee SH, Tideswell C (2005) Understanding attitudes towards leisure travel and the constraints faced by senior Koreans. *J Vacation Mark* 11:249–263. doi:[10.1177/1356766705055716](https://doi.org/10.1177/1356766705055716)
- Levy B, Langer E (1994) Aging free from negative stereotypes: successful memory in China among the American deaf. *J Pers Soc Psychol* 6:989–997
- Li M, Zhang H, Mao I, Deng C (2011) Segmenting Chinese outbound tourists by perceived constraints. *J Travel Tour Mark* 28:629–643. doi:[10.1080/10548408.2011.598747](https://doi.org/10.1080/10548408.2011.598747)
- Liang S (2015) Research proposal on reviewing augmented reality applications for supporting ageing population. *Procedia Manuf* 3:219–226. doi:[10.1016/j.promfg.2015.07.132](https://doi.org/10.1016/j.promfg.2015.07.132)
- Littrell MA, Paige RC, Song K (2004) Senior travellers: tourism activities and shopping behaviours. *J Vacation Mark* 10:348–362. doi:[10.1177/135676670401000406](https://doi.org/10.1177/135676670401000406)
- Losada N, Alén E, Domínguez T, Nicolau JL (2016) Travel frequency of seniors tourists. *Tour Manag* 53:88–95. doi:[10.1016/j.tourman.2015.09.013](https://doi.org/10.1016/j.tourman.2015.09.013)
- Loureiro SMC, Miranda FJ, Breazeale M (2014) Who needs delight? The greater impact of value, trust and satisfaction in utilitarian, frequent-use retail. *J Serv Manag* 25:101–124. doi:[10.1108/JOSM-06-2012-0106](https://doi.org/10.1108/JOSM-06-2012-0106)
- Malik SA, Azuddin M, Abdullah LM, Mahmud M (2015) Exploring older people's experience with augmented reality (AR) applications. *J Eng Appl Sci* 10:18004–18011
- Mautner G (2007) Mining large corpora for social information: the case of elderly. *Lang Soc* 36:51–72
- McCabe S, Johnson S (2013) The happiness factor in tourism: subjective well-being and social tourism. *Ann Tour Res* 41:42–65
- McGuire FA (1984) A factor analytic study of leisure constraints in advanced adulthood. *Leis Sci* 6:313–326. doi:[10.1080/01490408409513038](https://doi.org/10.1080/01490408409513038)
- Milner C, Van Norman K, Milner J (2012) The media's portrayal of ageing. In: World economic forum global population ageing: peril or promise? pp 25–28. http://www3.weforum.org/docs/WEF_GAC_GlobalPopulationAgeing_Report_2012.pdf. Accessed 20 Jan 2017
- Morgan N, Pritchard A, Sedgley D (2015) Social tourism and well-being in later life. *Ann Tour Res* 52:1–15. doi:[10.1016/j.annals.2015.02.015](https://doi.org/10.1016/j.annals.2015.02.015)
- Muller TE, O'Cass A (2001) Targeting the young at heart: seeing senior vacationers the way they see themselves. *J Vacation Mark* 7:285–301. doi:[10.1177/135676670100700401](https://doi.org/10.1177/135676670100700401)
- Nielson J, Curry K (1997) Creative strategies for connecting with mature individuals. *J Consum Mark* 14:310–322
- Nyaupane GP, McCabe JT, Andereck KL (2008) Seniors' travel constraints: stepwise logistic regression analysis. *Tour Anal* 13:341–354
- Patterson I (2006) Growing older: Tourism and leisure behaviour of older adults
- Patterson I, Pegg S (2009) Marketing the leisure experience to baby boomers and older tourists. *J Hosp Mark Manag* 18:254–272. doi:[10.1080/19368620802594136](https://doi.org/10.1080/19368620802594136)
- Patton MQ (2002) Qualitative research and evaluation methods. Sage, Thousand Oaks
- Pesonen J, Komppula R, Riihinen A (2015) Typology of senior travellers as users of tourism information technology. *Inf Technol Tour*. doi:[10.1007/s40558-015-0032-1](https://doi.org/10.1007/s40558-015-0032-1)
- Preferred Hotel Group (2014) Multigenerational travel. http://phgcdn.com/pdfs/uploads/B2B/PHG_Multigen_Whitepaper_Final.pdf. Accessed 20 Jan 2017
- Priporas C-V, Vassiliadis CA, Stylos ND (2012) Qualitative findings on marketing management practices from Greek ski centers. *Qual Mark Res Int J* 15:385–403. doi:[10.1108/13522751211257079](https://doi.org/10.1108/13522751211257079)
- Rich J (2016) My digital travel for seniors. Que Publishing, Indianapolis
- Sangpikul A (2008) Travel motivations of Japanese senior travellers to Thailand. *Int J Tour Res* 10:81–94. doi:[10.1002/jtr.643](https://doi.org/10.1002/jtr.643)
- Sellick MC (2004) Discovery, connection, nostalgia. *J Travel Tour Mark* 17:55–71. doi:[10.1300/J073v17n01_04](https://doi.org/10.1300/J073v17n01_04)

- Simeoni F, Dal Maso S (2016) The perceived image of en plein air tourism: evidence from Italy. In: Toulon-Verona conference excellence in services, Huelva, 5–6 Sept 2016
- Smith SLJ (1994) The tourism product. *Ann Tour Res* 21:582–595. doi:10.1016/0160-7383(94)90121-X
- Stephenson ML (2014) Deciphering “Islamic hospitality”: developments, challenges and opportunities. *Tour Manag* 40:155–164
- Stickdorn M, Zehrer A (2009) Service design in tourism: customer experience driven destination management. In: First Nordic conference on service design and service innovation, Oslo 2009
- Sudbury L, Simcock P (2009) A multivariate segmentation model of senior consumers. *J Consum Mark* 26:251–262. doi:10.1108/07363760910965855
- Suki NM (2014) Moderating role of gender in the relationship between hotel service quality dimensions and tourist satisfaction. *J Qual Assur Hosp Tour* 15:44–62
- Tiago MTPMB, de Almeida Couto JP, Tiago FGB, Faria SMCD (2016) Baby boomers turning grey: European profiles. *Tour Manag* 54:13–22. doi:10.1016/j.tourman.2015.10.017
- Testa F, Ferri A (2009) Lack of competitiveness in Italian international hotel chains and proposals to improve quality in the tourism sector. In: Proceedings of the international conference on quality and service sciences (12th QQMOD and Toulon-Verona conference), Verona, 27–29 Aug 2009
- Thomese F, Liefbroer AC (2013) Child care and child births: The role of grandparents in the Netherlands. *J Marriage Fam* 75:403–421
- Thompson NJ, Thompson KE (2009) Can marketing practice keep up with Europe’s ageing population? *Eur J Mark* 43(11/12):1281–1288
- Tkaczynski A, Rundle-Thiele SR, Beaumont N (2009) Segmentation: a tourism stakeholder view. *Tour Manag* 30:169–175. doi:10.1016/j.tourman.2008.05.010
- Torres EN, Kline S (2006) From satisfaction to delight: a model for the hotel industry. *Int J Contemp Hosp Manag* 18:290–301
- Tuckman J, Lorge I (1953) “When aging begins” and stereotypes about aging. *J Gerontol* 8:489–492
- Tung VWS, Ritchie JRB (2011) Investigating the memorable experiences of the senior travel market: an examination of the reminiscence bump. *J Travel Tour Mark* 28:331–343. doi:10.1080/10548408.2011.563168
- Vigolo V, Bonfanti A (2016) Exploring the importance of basic hotel attributes: a focus on senior wellness tourists. In: Rediscovering the essentiality of marketing. Springer, pp 969–981
- Ward A (2014) Segmenting the senior tourism market in Ireland based on travel motivations. *J Vacation Mark* 20:1356766714525775. doi:10.1177/1356766714525775
- Wearing S (2001) Volunteer tourism: experiences that make a difference. Cabi, Wallingford
- Wei S (2002) The impact of participation in activities while on vacation on seniors’ psychological well-being: a path model application. *J Hosp Tour Res* 26:175–185. doi:10.1177/1096348002026002006
- Winstead V, Anderson WA, Yost EA et al (2013) You can teach an old dog new tricks: a qualitative analysis of how residents of senior living communities may use the web to overcome spatial and social barriers. *J Appl Gerontol* 32:540–560. doi:10.1177/0733464811431824
- Wollop H (2011) Gramping: the rise of holidaying with grandparents. The Telegraph. <http://www.telegraph.co.uk/travel/travelnews/8429877/Gramping-the-rise-of-holidaying-with-grandparents.html>. Accessed 20 Jan 2017
- Wordrop M (2009) ‘Elderly’ no longer acceptable word for older people. <http://www.telegraph.co.uk/news/uknews/4596139/Elderly-no-longer-acceptable-word-for-older-people.html>. Accessed 20 Jan 2017
- Yoo K, Gretzel U (2009) Generational differences in CGM perceptions and use for travel planning. In: Tourism travel and research association: advancing tourism research globally 2009. <http://scholarworks.umass.edu/cgi/viewcontent.cgi?article=1501&context=tra>. Accessed 20 Jan 2017
- Zomerdijs LG, Voss CA (2010) Service design for experience-centric services. *J Serv Res* 13:67–82. doi:10.1177/1094670509351960