CALL FOR PAPERS

THE EUROPEAN INSTITUTE OF RETAILING AND SERVICES STUDIES (EIRASS)

is organising the 24th international conference on

RECENT ADVANCES IN RETAILING AND SERVICES SCIENCE

June 26-29, 2017

Hilton Vancouver Metrotown
Vancouver
Canada

The aim of the conference is to bring together scholars from various disciplines and countries interested in retailing and consumer services. Over the years the conference has attracted scholars from disciplines such as marketing, psychology, urban planning, transportation, management, geography, real estate, etc from across the world. The conference gives delegates an opportunity to present their completed projects but also to present work in progress.

SUGGESTED TOPICS
Papers on any topic relevant to progress in retailing and consumer services (tourism, recreation, banking, aspects of transportation, etc.) are welcome. Topics of special interest include:

- consumer behaviour
- e-commerce
- business strategy
- distribution channels
- policy aspects
- logistics
- franchising
- segmentation
- service quality
- globalisation
- geographical information systems
- service branding
- location-based services
- social media
- merchandising, pricing, advertising
- salesforce management

SUBMISSION DEADLINE: OCTOBER 1, 2016

Those interested in presenting a paper are invited to send an abstract to:

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Phone: +31 40 2473315; Fax: +31 40 2438488; E-mail: eirass@tue.nl
We call on your professional attitude. Every year, authors of accepted papers cancel their participation at a late stage. Please realize however that because space is limited and at some point acceptance/rejection of papers becomes quite arbitrary, your late cancellation means that you prohibited a colleague from participating. Thus, by submitting an abstract, authors indicate that except for reasons beyond their control, such as illness, at least one of them will attend the conference, should the abstract be accepted. If you cannot guarantee this for some reason when you submit the abstract, please let us know as it allows us to manage this uncertainty on a personalized basis in the best possible way.

FORMAT
The conference accepts both work in progress and completed work. All one-page abstracts will be published in a Book of Abstracts. In addition, participants are stimulated to submit full papers or a 6-8 pages extended abstract. These will be made available in the proceedings, officially published on a memory stick. However, as we are not asking for any transfer of copyrights, authors can still submit these papers to journals for publication. Submitted papers automatically qualify for an award competition.

Because the conference organisers are the editors of Journal of Retailing and Consumer Services, we can have your paper reviewed for this journal.

The conference will start with registration, late afternoon on the 26th, followed by a welcome. Sessions will start on the 27th and continue until noon June 29th. Approximately 20 minutes will be available for presentation of a paper.

SPECIAL SESSIONS
Participants interested in organising a special session are invited to send their proposal to the address above. Proposals should include: (a) a detailed description of the proposed session; (b) a list of the proposed speakers; (c) confirmation that the speakers have agreed to participate if the proposal is accepted; and (d) the names and addresses of the chairperson and discussants, if any. Sessions are typically organised in blocks of 4 presentations. Options for publishing the papers as a special session in JRCS can be discussed with the organisers.

NOTIFICATION
We plan to notify delegates by November 22, 2016 about the acceptance of their work for presentation at the conference. Delegates are expected to arrange their registration and conference fees before February 1, 2017 to guarantee accommodation and enjoy reduced room prices.

CONFERENCE PACKAGE: 1098 Euros before February 1, 2017; 1450 Euros after this date. The package includes participation, documentation, proceedings, book of abstracts, three nights of accommodation (arrival: June 26 - departure: June 29, 2017), tea and coffee breaks, lunches, conference dinner, all taxes and service charges. A limited number of pre and post-conference rooms, two days before and after the conference, is available at discounted rates, subject to availability. It is advisable to inform us if you need any pre-or post conference nights when submitting the abstract to avoid disappointment. The sooner we know, the higher the chance it is available. Rooms will be made available on a first come-first serve basis.

AWARD: Full papers compete for the Elsevier Most Innovative Paper Award.

THE AREA
Vancouver is a beautiful, green and clean city. It has a lot to offer from culture to nature and is ideal for trips to the Canadian Rockies. The conference hotel is located in Burnaby; a perfect base for discovering and exploring nearby Vancouver. The hotel is located steps away from the Metropolis at Metrotown mall, British Columbia’s biggest entertainment and shopping center. Skytrain is within one block and brings you to downtown Vancouver.