

Retraction notice: Eye-tracking attention across repeated digital touchpoints in heritage tours

The publisher of *Tourism Review* wishes to retract the article Ballina FJDLB (2026), “Eye-tracking attention across repeated digital touchpoints in heritage tours”. *Tourism Review*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/TR-11-2025-1338>. It has come to our attention that the following papers referenced in the article are fundamentally incorrect, hallucinated, or do not exist; these issues are indicative of the undisclosed use of generative AI in contravention of Emerald’s publishing ethics policies:

- Adao Martins, N.R., Ferreira, F. and Clemente, F.M. (2021), “Fatigue monitoring through wearables: a state-of-the-art review”, *Frontiers in Physiology*, Vol. 12, p. 773370, doi: [10.3389/fphys.2021.773370](https://doi.org/10.3389/fphys.2021.773370).
- Ali, F., Cobanoglu, C. and Raza, M. (2021), “Mapping the transformative impact of technology on experiential tourism: a systematic review”, *Tourism Review International*, Vol. 25 No. 2, pp. 145–163, doi: [10.3727/154427221X16106567952274](https://doi.org/10.3727/154427221X16106567952274).
- Ali, F., Rasoolimanesh, S.M. and Cobanoglu, C. (2024), “Can the compulsive use of e-learning lead to lower academic performance? The role of technology fatigue and technostress in hospitality and tourism students”, *Journal of Hospitality, Leisure, Sport & Tourism Education*, Vol. 34, p. 100495, doi: [10.1016/j.jhlste.2024.100495](https://doi.org/10.1016/j.jhlste.2024.100495).
- Basulto Gallegos, O. and Taboada-de-Zúñiga, P. (2014), “Relevancia de las NTIC’s en el turismo cultural/museos”, *PASOS. Revista de Turismo y Patrimonio Cultural*, Vol. 12 No. 4, pp. 859–874.
- Chang, Y., Nieves-Pavón, J. and Kang, J. (2025), “Global influences of digital transformation on behavioral adaptation in tourism: a systematic review”, *Current Issues in Tourism*, Advance online publication, doi: [10.1080/13683500.2025.1141495](https://doi.org/10.1080/13683500.2025.1141495).
- Hermanto, R., Arfin, S.A., Dewi, K.C. and Putra, I.N.D. (2023), “Digital technologies, sustainable lifestyle, and tourism”, *Tourism Management Perspectives*, Vol. 46, p. 101131, doi: [10.1016/j.tmp.2023.101131](https://doi.org/10.1016/j.tmp.2023.101131).
- Inversini, A. and Schegg, R. (2024), “The rise of regenerative hospitality”, *Journal of Tourism Futures*, Vol. 10 No. 1, pp. 19–33, doi: [10.1108/JTF-11-2023-0292](https://doi.org/10.1108/JTF-11-2023-0292).
- Jeong, M. and Shin, H. (2020), “Digital technology and memorable tourism experiences: the mediating role of deep processing”, *Information Technology & Tourism*, Vol. 22 No. 3, pp. 471–488, doi: [10.1007/s40558-020-00195-1](https://doi.org/10.1007/s40558-020-00195-1).
- Li, Z., Song, Y. and Wang, N. (2024), “Is social interaction a source or an inhibitor of tourism fatigue?”, *Tourism Recreation Research*, Vol. 49 No. 1, pp. 98–112, doi: [10.1080/02508281.2024.1135563](https://doi.org/10.1080/02508281.2024.1135563).

- Su, X., Kim, H. and Ma, E. (2024), "Unpacking tourism fatigue: travel frequency, duration, and fatigue types in different destinations", *Current Issues in Tourism*, Advance online publication, doi: [10.1080/13683500.2024.2240018](https://doi.org/10.1080/13683500.2024.2240018).
- Syvertsen, T. and Karlsen, F. (2025), "Slow tourism and digital disconnection: a study of place, hospitality, and technology fatigue among long-distance travelers", *Tourism Recreation Research*, Vol. 50 No. 3, pp. 245–259, doi: [10.1080/02508281.2025.1184412](https://doi.org/10.1080/02508281.2025.1184412).
- Tan, Y., Wang, G. and Chen, K. (2025), "Analyzing the impact of digital technology on consumers' travel intentions: the role of information overload", *Tourism Management Perspectives*, Vol. 46, p. 101129, doi: [10.1016/j.tmp.2023.101129](https://doi.org/10.1016/j.tmp.2023.101129).
- Wei, Z., Li, S. and Li, Y. (2023), "Can gamification improve the virtual reality tourism experience? The role of tourism fatigue", *Tourism Management*, Vol. 88, p. 104445, doi: [10.1016/j.tourman.2023.104445](https://doi.org/10.1016/j.tourman.2023.104445).
- Xu, T., Wang, L. and Qiu, H. (2023), "Does tourism mental fatigue inhibit tourist citizenship behavior?", *Journal of Hospitality and Tourism Management*, Vol. 54, pp. 200–210, doi: [10.1016/j.jhtm.2023.08.003](https://doi.org/10.1016/j.jhtm.2023.08.003).
- Yin, J., Chen, Y. and Lu, Y. (2023), "Fatigue or satisfaction at crowded attractions?", *Frontiers in Psychology*, Vol. 14, p. 1113716, doi: [10.3389/fpsyg.2023.1113716](https://doi.org/10.3389/fpsyg.2023.1113716).

The following references were cited in the article but do not feature in the bibliography:

- Pierce, Q.L. and Kovacs, J.F. (2021), "Creative tourism and creative spectacles in China", *Journal of Hospitality and Tourism Management*, Vol. 49, pp. 34–43, <https://doi.org/10.1016/j.jhtm.2021.08.023>.
- Tarafdar, M., Cooper, C. L., & Stich, J.F. (2019). The technostress trifecta-techno eustress, techno distress and design: Theoretical directions and an agenda for research. *Information Systems Journal*, 29(1), 6–42. <https://doi.org/10.1111/isj.12169>.

The author cooperated with the investigation but failed to address the concerns identified sufficiently. Emerald's publishing ethics policies make it clear that authors must be accountable for the accuracy and integrity of the work submitted, bear full responsibility for checking the accuracy of references and must have consulted the works referenced to ensure their validity and alignment with the research being presented. The decision to retract has been informed by COPE's guidelines on retractions and Emerald's publishing ethics policies. The author wishes to emphasize that these errors are the result of a transcription error and would like to note that they do not agree with the content of this notice. The publisher of the journal sincerely apologizes to the readers.