

**"We face an uncertain future, with scenarios ranging from a 'Cautious rebound' to 'A sick world'."**



**Jeroen Oskam**

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Director, Research Centre  
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Jeroen Oskam is the Director of the Research Centre at Hotelschool The Hague. He obtained his PhD in 1992 from the Universiteit van Amsterdam. He has worked at different universities and hotel and tourism schools in the Netherlands and in Spain, where he has developed new projects, programmes and activities seeking to improve academic standards while preserving their relevance for students and for the industry. The two research areas of Hotelschool The Hague Research Centre are hospitable behaviour and its business consequences, and future developments in the hospitality industry. Jeroen's own research pertains to the latter area, with recent scenario studies on topics as Airbnb, OTAs and the Covid crisis. His latest books are *The Future of Airbnb and the 'Sharing Economy'*. *The Collaborative Consumption of Our Cities* (Channelview, 2019), named as "one of the best sustainability books to read in 2020" (BookAuthority), and *The Overtourism Debate: NIMBY, Nuisance, Commodification* (Emerald, 2020).