The current COVID-19 crisis has many unforeseen side effects; one of them is a (temporary?) decline in mass tourism in cities famous for their preserved heritage, like Amsterdam, Rome, Venice, and Paris.

As cities began closing their borders and lockdowns were implemented, museums, cultural institutions, theaters, and heritage sites have restricted their access to the public. As a result, the overcrowded cityscapes that existed before COVID-19 have drastically changed to ones in which cities are almost empty. After some months, museums have been able to open their doors again, but now with a limited number of visitors based on local restrictions.

The COVID-19 crisis has greatly affected our society and born economic challenges for every individual and community worldwide. However, as we adapt to new ways of life, these challenges can be viewed as opportunities to learn, grow, and revisit our practices. As an example of this, collaborations between specialists to make knowledge and resources accessible to the public have gained both attention and financial support (e.g., virtual museums, a web platform launched by UNESCO’s Living Heritage Entity, and Europa Nostra’s consultation on the impact of COVID-19, to name a few examples).

In this book section we want to reflect on such questions as: How will these cities and their inhabitants respond when mass tourism returns? What measures can or should now be taken while mass tourism is on pause. Its aim is to gain insight from their specific experiences in order to understand the effects of COVID-19 on tourism and heritage.

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Certainly, the COVID-19 crisis has greatly affected our society and born economic challenges for every individual and community worldwide. However, as we adapt to new ways of life, these challenges can be viewed as opportunities to learn, grow, and revisit our practices. As an example of this, collaborations between specialists to make knowledge and resources accessible to the public have gained both attention and financial support (e.g., virtual museums, a web platform launched by UNESCO’s Living Heritage Entity, and Europa Nostra’s consultation on the impact of COVID-19, to name a few examples).

**Suggested Readings**

Nepal K. Sanjay. “Travel and tourism after COVID-19 – business as usual or opportunity to reset?” *Tourism Geographies*, (May 2020) https://doi.org/10.1080/14616688.2020.1760926

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Hall C. Michael, Scott Daniel, and Gössling Stefan “Pandemics, transformations and tourism: be careful what you wish for.” *Tourism Geographies* 22, no 3 (April 2020): 577-598 DOI: 10.1080/14616688.2020.1759131

Gerritsma Roos and Vork Jacques “Amsterdam residents and their attitude towards tourists and tourism” *Coactivity: Philosophy, Communication*, Vol. 25 (April 2017): 85–98 https://doi.org/10.3846/cpc.2017.274