ABSTRACT: Tourism is an activity carried on by individuals, which is usually enjoyed, and to better understand this economic phenomenon we must understand the person’s behaviour – the psychology of tourists and of those who could become tourists. Knowing how individuals make decisions and how they structure their acquired experience can give important advantages in the business practice and how we generally understand the experience in tourism.

Key words: the travel decision process; decisional patterns in tourism.

JEL codes: M31, L83