Accessibility Statement

This statement was created on 23rd June 2025.

Hotel Bad Dreikirchen in Barbian is committed to ensuring the accessibility of the website www.baddreikirchen.it, in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

Hotel Bad Dreikirchen believes it is a collective moral obligation to enable all people to access information, products, and services without obstacles or barriers – so that everyone can live with dignity, equality, and independence.

Therefore, resources have been invested to make the website more user-friendly and accessible to all people, including those with disabilities.

In accordance with Legislative Decree No. 82/2022, the following information is provided:

1. Information on the assessment of how the service meets accessibility requirements, including an explanation of the applicable requirements.
2. General description of the service in accessible formats.
3. Descriptions and explanations necessary to understand how the service operates.
4. Description of how the service meets accessibility requirements.
5. Information demonstrating that the provision and monitoring of the service ensure compliance with the requirements.

1. Accessibility Requirements and Applicable Criteria

The requirements for digital accessibility are established by Legislative Decree No. 82 of 27th May 2022, which implements the European Directive 2019/882.

The website's content must comply with the criteria set out in the Web Content Accessibility Guidelines (WCAG) 2.1 at conformity levels A and AA, as well as the technical standard UNI EN 301549. The four fundamental principles of digital accessibility according to WCAG 2.1 are:

- **Perceivable** – Content is presented clearly and understandably.
- **Operable** – The user interface is easy to navigate for all users.
- **Understandable** – Information and processes are intuitive and easy to comprehend.
- **Robust** – The website is compatible with common assistive technologies.

In accordance with the above legislation, the self-assessment model published by AgID (Agenzia per l'Italia Digitale) provides a clear list of 50 success criteria to be used for verifying website accessibility.

The guidelines published by the agency on the accessibility of IT tools further clarify that web content includes both textual and non-textual information, downloadable documents and forms, as well as two-way interactions such as the processing of digital forms and the completion of authentication, identification, or payment processes.

Non-Applicable Criteria

Of the 50 success criteria listed in the applicable technical standards, the following are considered not applicable to this website:

- 1.2.1 Audio Only and Video Only (Pre-recorded)
- 1.2.2 Subtitles (Pre-recorded) (Level A)
- 1.2.3 Audio Description or Alternative Media (Pre-recorded) (Level A)
- 1.2.4 Subtitles (Real-time) (Level AA)
- 1.2.5 Audio Description (Pre-recorded) (Level AA)
- 1.4.2 Volume Control (Level A)
- 2.1.4 Shortcut Keys (Level A – WCAG 2.1)
- 2.2.1 Timing Adjustments (Level A)
- 2.2.2 Pause, Stop, Hide (Level A)
- 2.3.1 Three Flashes or Below Threshold (Level A)
- 2.5.4 Motion Activation (Level AA – WCAG 2.1)
- 4.1.3 Status Messages (Level AA – WCAG 2.1)

Content excluded from the Scope of the Application

Article 1, paragraph 5 of Legislative Decree No. 82/2022 establishes that the provisions of the decree do not apply to the following content of websites and mobile applications:

- Time-based, prerecorded media content published before 28 June 2025.
- Office file formats published before 28 June 2025.
- Maps and online mapping services, provided that essential information for navigation maps is made available in an accessible digital format.
- Content from third parties that is neither funded, developed, nor controlled by the relevant economic operator.
- Content of websites and mobile applications considered archives, i.e., containing only content that has not been updated or modified after 28th June 2025.

2. General Description of the Service

The website www.baddreikirchen.it is the official website of the Hotel Bad Dreikirchen in Barbian. It is aimed at users and offers an information.

Below is an overview of the main services offered on the website:

- General Information
  General information about the hotel and its history.
- Stay and Booking Information
  On the website, you can view the hotel rooms, reserve them through the "Booking" button, or send an enquiry for a quote via the "Request" button. The website also offers the possibility to directly pay a deposit and take out travel cancellation insurance through dedicated widgets.
- Information on Offered Services
  The website provides information about the services offered, such as the restaurant and the outdoor pool.
- Activities
  The website provides information about activities and sights in Barbian and the surrounding area, such as hiking and cycling tours. There is also a widget offering weather information for the region.
- Location and Arrival
  The website provides information on how to reach the hotel by car and by train, as well as a road map.
- Contact and Support
  The website includes the hotel's phone number and email address. By clicking the "Request" button, you can fill out a form to send an enquiry for a quote or further information. There is also the option to subscribe to the Hotel Bad Dreikirchen newsletter to stay updated on news and current offers. If you no longer wish to receive the newsletter, you can unsubscribe.

3. How the Service Works

The website can be accessed via desktop computers, tablets, and smartphones using a standard web browser. No registration is required to use the website. Users can freely access the available functions as follows:

- To access the informational sections, click on the links in the main menu, which can be found at the top of each page.
- To book a stay or send an enquiry, click the "Booking" and "Request" buttons on the right-hand side of each page, next to the room descriptions. Booking is also possible via the widget on the homepage.
- The widgets for the deposit and travel cancellation insurance are also accessible via the main menu.
- To access the weather forecast or subscribe to the newsletter, click on the links in the footer of the page.

4. Compliance with Accessibility Requirements

Hotel Bad Dreikirchen has implemented measures to make its website accessible and compatible with assistive technologies, with the aim of improving usability for all users.

The features implemented to enhance accessibility include, but are not limited to:

- Compatibility with assistive technologies (e.g. NVDA, JAWS)
- Keyboard navigation
- Adequate colour contrast
- Text alternatives for graphical and multimedia content
- Zoom and font size adjustment
- Skip links
- Forms and input fields with clear labels to facilitate interaction

Conformity Status

To determine the conformity status, the guidelines and self-assessment model of AgID (Agenzia per l'Italia Digitale) were used. The technical audit carried out by an expert in digital accessibility at the time of drafting or updating this statement yielded the following result:
The current conformity status of the website is: <u>partially compliant</u>.
Despite the measures implemented, the website currently only partially meets the requirements of Annex A of the UNI CEI EN 301549 standard due to the following non-compliances.

- Some elements do not have headings or labels.
- Some elements may not be navigable via keyboard.
- In some cases, elements or their purpose may only be identifiable by colour.
- The titles of the pages may not be clear.
- The purpose of some links may not be clear.
- Some elements may not clearly communicate their function to screen readers.

5. Service Delivery Process and Accessibility Monitoring

Hotel Bad Dreikirchen has devoted particular attention to the service delivery process to ensure compliance with the applicable digital accessibility regulations. External experts have also been engaged, especially for the following activities:

- Technical accessibility review of the website through a gap analysis
- Resolution of non-compliances in the source code
- Preparation of publicly available accessibility documentation

As required by current legislation, Hotel Bad Dreikirchen conducts regular technical audits to ensure the long-term accessibility of the website and to implement improvements where necessary – also based on feedback and suggestions from users.

The technical audits are carried out by an external accessibility consultant who uses up-to-date technical tools that comply with current standards. The assessments include semi-automated source code analyses, manual usability tests and tests using assistive technologies.

6. Support and Reporting Barriers

If you experience difficulties accessing content or functions on the website or require additional assistance, you can send a message to the following email address: info@baddreikirchen.it

Please include the following information in your message:

- First and last name
- Address of the website or the affected page sections
- Clear and concise description of the issue encountered
- Assistive tools used (operating system, browser, any assistive technologies)
- Any suggestions for improving accessibility

Reports received will be handled as quickly as possible and contribute to the continuous improvement of the website's accessibility.