Accessibility Statement

This statement was created on 27th June 2025.

The private guesthouse owners of "Südtirol Privat" are committed to ensuring the accessibility of their website www.suedtirolprivat.com, in compliance with Legislative Decree No. 82 of 27 May 2022 implementing European Directive 2019/882.

Südtirol Privat 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:

- 1.2.4 Captions (Live) (Level AA)
- 2.1.4 Character Key Shortcuts (Level A – WCAG 2.1)
- 2.2.1 Timing Adjustable (Level A)
- 2.3.1 Three Flashes or Below Threshold (Level A)
- 2.5.4 Motion Actuation (Level AA – WCAG 2.1)
- 3.1.2 Language of Parts (Level AA)

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.suedtirolprivat.com is the portal of South Tyrol's private guesthouse owners and is aimed both at end users and at members of the organisation itself.

The site provides information about the organisation, its members, and the main tourist destinations in South Tyrol.
Below is an overview of the main services offered:

- <u>Information about accommodation facilities</u>
  On the site, users can search for accommodation and, in some cases, also book it directly or send a request for a quotation. In the "Specialists" section of the site, the various establishments are grouped by theme. For example, there is a subpage with accommodation dedicated to cyclists and another subpage dedicated to family-friendly accommodation. In addition, it is possible to purchase a gift voucher for a stay, as well as to request or download the accommodation catalogue.
- <u>Information about the Südtirol Privat organisation</u>
  The site provides information about the Südtirol Privat organisation, made available for members or prospective members.
- <u>Information about South Tyrol's tourist areas</u>
  The site contains information about activities and sights in the tourist areas of Val Venosta, Valle Isarco, Bolzano and surroundings, Merano and surroundings, and the Dolomites. In the "Südtirol Privat on tour" section, there is also a blog with news, stories, and tips. The site also provides information on how to reach South Tyrol by different means of transport and on local mobility. A weather widget with current forecasts is also available.
- <u>Contact and support</u>
  The site provides the telephone number, fax number, and email address of Südtirol Privat. By clicking on the green circular button at the bottom right of each page, users can also access the FAQ section with the most frequently asked questions and answers on how the site works. It is also possible to subscribe to the Südtirol Privat newsletter directly via the site.

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 information sections, click on the links in the main menu.
- Some links can also be found in a menu in the footer of the page.
- To search for accommodation, use the widget on the right-hand side of each page, in the menu, or at the bottom of each page – or select one of the subpages in the "Specialists" section.
- To book accommodation or send a request, use the buttons next to the description of the respective accommodation.
- To subscribe to the newsletter, use the widget available on every page.

- To view the catalogue, use the links in the footer and then click on the catalogue preview. To order the catalogue and have it delivered to your home, fill in the form on the same page.
- To purchase a voucher, use the "Voucher" button in the widget at the bottom of each page or the links in the menu or footer, and complete the form.
- To access the FAQ section, use the green button at the bottom of each page.
- To read the blog stories, click on the preview of each one in the "Südtirol Privat on tour" section of the site.

4. Compliance with Accessibility Requirements

Südtirol Privat 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.

- Not all non-text elements have text alternatives. This applies in particular to images and videos.
- Some elements may not correctly convey their purpose to screen reader users.
- The purpose of some links may not be clear.

- The purpose of some input fields may not be clear. In some cases, input errors are not indicated.
- The minimum colour contrast is not always respected.
- Some elements are not navigable via keyboard.
- Some page headings may not be immediately clear.

The accommodation catalogue is not compliant with the requirements of Chapter 10 "Non-web documents", as it does not meet the following criteria of the UNI CEI EN 301549 standard and is not accessible to users of screen readers:

- 10.1.1.1 Non-text content
- 10.1.3.1 Info and Relationships
- 10.1.3.2 Meaningful Sequence
- 10.1.4.10 Reflow
- 10.2.4.6 Headings and Labels
- 10.2.5.3 Label in Name
- 10.3.1.1 Language of Document
- 10.3.1.2 Language of Parts

5. Service Delivery Process and Accessibility Monitoring

Südtirol Privat 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, Südtirol Privat 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@suedtirolprivat.com

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.