Accessibility Statement

This statement was created on 24th April 2025.

The Südtirols Süden Tourist Destination is committed to ensuring the accessibility of the website https://www.bolzanosurroundings.info/en/holiday.html in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

The Südtirols Süden Tourist Destination 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:

- Information on the assessment of how the service meets accessibility requirements, including an explanation of the applicable requirements.
- General description of the service in accessible formats.
- Descriptions and explanations necessary to understand how the service operates.
- Description of how the service meets accessibility requirements.
- 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)

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 https://www.bolzanosurroundings.info/en/holiday.html is the official tourism portal for the Südtirols Süden holiday region. It is aimed at end consumers and offers an information and promotional service to plan a holiday in Südtirols Süden.

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

Accommodation and Hospitality
The website presents a selection of accommodation providers – including farmhouses, hotels, and holiday apartments – ideal for a stay immersed in nature and local culture. Visitors to the website can send non-binding inquiries or requests for quotes directly to their chosen establishments.

Wine and Gourmet Experiences

Information on wineries, tastings, and regional culinary specialties, including Anterivo coffee and Swiss pine chocolate.

<u>Activities and Routes</u>
Suggestions for hiking, cycling tours, and cultural visits – including the South Tyrolean Wine Road, the Dolomites, and the Trudner Horn Nature Park.

<u>Information and Services</u>
Digital guest guides available for download, information on the Südtirols Süden Card, and the option to subscribe to the newsletter to stay informed about events and special offers.

<u>Contact and Support</u>
Contact details for local tourism associations, which are happy to provide personalised advice and assistance in planning your holiday.

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 relevant menu items in the main menu.
- For more information about the **Guest Card**, use the link on the homepage. You can also download the information as a PDF from the page that opens.
- Additional downloadable content can be found in the **download area**, also accessible via the main menu. Select the desired document and click the corresponding button.
- To send an accommodation inquiry, click the "Accommodation" button in the top menu bar of the homepage. On the next page, select one of the suggested accommodations or start a new search. Then click "Send Inquiry," fill out the pop-up form that appears, and confirm the submission.
- To access the weather, webcam, or gallery, please use the respective buttons on the homepage.

4. Compliance with Accessibility Requirements

The Südtirols Süden Tourist Destination 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 for quick navigation
- Forms and input fields with clear labels to facilitate interaction

To further enhance accessibility and user experience, the website has integrated the **UserWay PRO** widget. Use of this widget is free for website visitors and helps improve the website's compliance with the Web Content Accessibility Guidelines (WCAG 2.1).

UserWay PRO offers a variety of features to optimise accessibility, which can be accessed via a dedicated panel—either by clicking the widget icon or using the keyboard shortcut CTRL+U:

- **Screen reader** – reads page content aloud without requiring external software
- **Dictionary** – allows direct lookup on the website, helpful for cognitive impairments or language barriers
- **Larger text** – increases font size in four levels for better readability
- **Saturation** – adjusts colour saturation (high, low, or grayscale)
- **Contrast** – inverts colours or switches between light/dark modes
- **Intelligent contrast** – ensures ADA-compliant colour contrasts
- **Highlight links** – makes clickable elements clearly visible
- **Stop animations** – pauses automatically moving content that may distract or trigger seizures
- **Text spacing** – customises letter and line spacing, helpful for dyslexia
- **Line height** – increases line spacing for improved reading comfort
- **Text alignment** – aligns text left, right, or centred
- **Dyslexia-friendly font** – the "UserWay Dyslexia Friendly" font improves readability for dyslexic users
- **Large cursor** – enlarges the mouse pointer for better visibility
- **Tooltips** – displays ARIA labels and alternative text when hovering with the mouse

- **Page structure** – clearly displays headings, landmarks, and links in a structured, navigable format

In addition to these features, UserWay PRO automatically detects many accessibility issues on the website and fixes them in real time without modifying the source code – only the browser's display is adjusted. This makes the site easier to use for users of assistive technologies.

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: partially compliant.
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.

Non-Accessible Content

The websites do not fully comply with the requirements of Chapter 9 "Web" of the UNI CEI EN 301549 standard. Specifically:

- Some links do not clearly indicate their destination to screen readers
- Certain elements do not receive keyboard focus
- Some elements do not correctly convey their function to screen readers

Some downloadable PDF documents on the website do not meet the requirements of Chapter 10 "Non-Web Documents," particularly about the following criteria:

- 10.1.3.1 Information and relationships
- 10.1.4.3 Minimum contrast
- 10.2.4.2 Document title

This accessibility statement considers those deficiencies compensated for by the UserWay PRO widget, as its corrections meet the success criteria according to current standards.

Thus, the website provides an accessible source of information for people with disabilities as well.

5. Service Delivery Process and Accessibility Monitoring

The Südtirols Süden Tourist Destination 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 as well as via UserWay technologies
- Preparation of publicly available accessibility documentation

As required by current legislation, the Südtirols Süden Tourist Destination 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, among others:

- Semi-automated source code analyses
- Manual usability tests
- Tests using assistive technologies (e.g. screen readers)

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@suedtirols-sueden.info

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.