Accessibility Statement

This statement was created on 17th June 2025.

Hotel Brunnerhof in Rasen is committed to ensuring the accessibility of the website www.hotel-brunnerhof.it, in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

Hotel Brunnerhof 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:

- 1.2.2 Captions (pre-recorded) (Level A)
- 1.2.4 Captions (live) (Level AA)
- 1.4.2 Volume control (Level A)
- 2.1.4 Keyboard shortcuts (Level A – WCAG 2.1)
- 2.2.1 Timing control (Level A)
- 2.3.1 Three flashes or below threshold (Level A)
- 2.5.4 Motion actuation (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.hotel-brunnerhof.it is the official website of the Hotel Brunnerhof. It is aimed at users and offers an information and promotional service to plan a holiday in Val Gardena/Gröden.

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

- <u>General Information about the Hotel</u>
  Information about the hotel and how to reach it by car, plane, or public transport. A road map is also available. Additionally, you can view the hotel brochure and read reviews from other guests. The website also features job vacancies and the opportunity to submit your application directly through the site.

- <u>Information about Rooms and Bookings</u>
  On the website, you can view the hotel rooms, book them via the "Booking" button, or send an inquiry for an offer via the "Request" button. A virtual tour is also available for some rooms. Furthermore, you can view and select an offer and calculate the stay's price using the "Price Calculator" widget. The website also has a widget for the deposit payment and another for purchasing gift vouchers.

- <u>Information about Services Offered</u>
  The website provides information about the hotel services, such as dining services and the wellness area, which includes saunas, a hot tub, and a relaxation room. You can view the restaurant menu and reserve a table. Virtual tours are available for the wellness area, restaurant, reception, and bar.

- <u>Activities and Events</u>
  The website offers information about sports and leisure activities in Rasun and the surrounding area, both in winter and summer. In summer, these include excursions, hiking, mountain biking, and motorcycle tours. In winter, the offerings include skiing at the Plan de Corones ski area, cross-country skiing, snowshoeing, and guided tours. Interactive maps are available for both summer and winter, showing interesting points in the region, along with information about the Guest Pass Plan de Corones, which provides free public transport. The website also features a widget displaying events and activities in the area. Additionally, there is a widget with weather forecasts and links to webcams, where you can check the weather.

- <u>Contact and Support</u>
  On the website, you will find the hotel's phone number and email address. By clicking the "Request" button, you can access a form to send an inquiry for an offer or more information. You can also sign up for the Hotel Brunnerhof newsletter to stay updated on news and current offers. A chatbot feature is also available for assistance with questions or booking.

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 services of the website, except for certain chatbot functionalities. The main features of the website are:

- To access the information areas of the website, click on the links in the main menu.
- To book a stay or send an enquiry, click on the "Booking" and "Request" buttons on the right-hand side of each page and next to the room descriptions. Bookings can also be made via the widget on the homepage.
- The widgets for price calculation, deposit payment, and travel cancellation insurance are also accessible through the main menu.
- Table reservations at the restaurant and menu viewing are also available via the main links. Clicking on the links will open new windows.
- To sign up for the newsletter, view the weather forecast, job vacancies, Social Wall, and webcams, use the links in the page footer.
- To start a conversation with the chatbot, click on the icon at the bottom right of each page. A special window will open where you can enter your questions.
- To view the hotel catalogue, go to the "Downloads" section of the website and click on the appropriate button.
- To access the 360° tours, click on the corresponding elements on the pages. The tours will open in a pop-up window.
- To read reviews, click on the icon on the homepage or use the link in the main menu.
- To calculate the route to the hotel, use the "Location and Arrival" widget available on the website. The route will be displayed in a new window.

4. Compliance with Accessibility Requirements

Hotel Brunnerhof 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 contrasts;
- Alternative text for graphic and multimedia content;
- Zoom and text resizing;
- Skip links;
- Forms and input fields with clear labels for easier 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 non-text elements do not have an alternative text description.
- Some links may not be clearly identifiable for users.
- Some elements may not correctly communicate their function to screen readers.
- In some cases, the function of an element is indicated only by colour.
- The minimum contrast is not always adhered to.
- The website contains interactive maps that may not be accessible to all users.
- Some elements are not navigable via keyboard.
- Videos and 360° tours start automatically and do not stop after 3 seconds.
- Input fields and error detection may not be clear in some cases.
- The website contains some headings in a language different from the main language of the page.

5. Service Delivery Process and Accessibility Monitoring

Hotel Brunnerhof 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, the Hotel Brunnerhof 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@hotel-brunnerhof.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.