

# Accessibility Statement

*This statement was created on 30<sup>th</sup> June 2025.*

Hotel Goldknopf is committed to ensuring the accessibility of the website [www.goldknopf.com](http://www.goldknopf.com), in accordance with Legislative Decree No. 82 of 27<sup>th</sup> May 2022, implementing the European Directive 2019/882.

Hotel Goldknopf 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 27<sup>th</sup> 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 Subtitles (live) (Level AA)
- 2.1.4 Keyboard shortcuts (Level A – WCAG 2.1)
- 2.2.1 Time adjustments (Level A)
- 2.5.4 Motion activation (Level AA – WCAG 2.1)
- 3.1.2 Language change within a document (Level AA)
- 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 28<sup>th</sup> June 2025.

## 2. General Description of the Service

The website [www.goldknopf.com](http://www.goldknopf.com) belongs to Hotel Goldknopf on the Seiser Alm and is aimed at end users. It provides information about the hotel and its surroundings, as well as the option to book and plan a stay.

Below is an overview of the main services offered:

- General Information  
General information about the hotel and how to get there. The website also features job vacancies and the option to submit your application directly through the site. Additionally, you can read reviews from other guests.
- Information on Stay and Booking  
On the website, you can view the rooms and suites. By clicking on the links "Inquiry" and "Book Online," which appear when you hover over the golden button at the bottom right of each page, you can book your stay or send an inquiry for a quote. You can also view and select regular or last-minute offers. The website has a widget for making a deposit and purchasing travel cancellation insurance.
- Information on Services Offered  
The website provides information on the hotel services, such as the kitchen and the spa with saunas, pools, a natural swimming lake, massages, and treatments. In the "Downloads" section of the website, you can view and download the restaurant menu and the drink list. In the "Beauty Treatments" section, you can pre-book wellness and beauty treatments.
- Seiser Alm and Activities  
On the website, you will find information about the Seiser Alm and activities that can be done in every season, such as skiing, cross-country skiing, hiking, and cycling. Additionally, there is the option to check weather forecasts via a special widget and webcams.
- Contact and Support  
The website provides the phone number and email address of the hotel. By clicking on the "Inquiry" button, you can access a form to request quotes or additional information. You can also sign up for the hotel's newsletter to stay up-to-date with 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 areas, click on the links in the main menu.
- To book your stay or send an inquiry, use the links at the bottom right of each page, in the main menu, or on the individual room page.
- To access the last-minute offers, use the link at the top left of each page or the link in the main menu. A new page will open. To select and book an offer, click on the "Show Availability" button and use the relevant widget to select your check-in and check-out dates and complete the booking.
- To make a deposit, use the relevant widget in the "Deposit/Cancellation" section.
- To download a document from the "Downloads" section, click the button under each document.

- To request wellness or beauty treatments, select the desired treatments in the "Beauty Treatments" section and click the "Add" link under the description of each treatment. Then, click on the number in the brown bar above the treatments. A summary of the selected treatments will appear. Click the "Request Treatments" button. The request form will open, which can then be completed and submitted.
- To access the weather forecast or sign up for the newsletter, click the relevant links in the footer of the page.
- To view job offers and submit your application, use the "Jobs and Careers" link found in the footer.

## 4. Compliance with Accessibility Requirements

Hotel Goldknopf 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

To further enhance accessibility and user experience, a widget (UserWay PRO) has been integrated into the website. The use of this tool by website visitors is completely free and helps improve the website's compliance with Web Content Accessibility Guidelines (WCAG 2.1).

UserWay PRO offers numerous features to improve both the accessibility of the website and the user experience, all of which are accessible via a dedicated control panel. This can be opened by clicking on the widget icon or using the keyboard shortcut CTRL+U. The following features are available:

- Screenreader: Reads all content on the pages aloud without the need for external reading software.
- Dictionary: Allows access to dictionaries without leaving the website. Essential for people with cognitive impairments, non-native speakers, and others.
- Larger text: Increases the text size on the screen in four different levels, making each page immediately more readable.

- Saturation: Adjusts the colour intensity of the website to high, low, or grayscale.
- Contrast: Inverts the website's colours or switches between light and dark contrast modes.
- Smart contrast: Ensures that all website colours comply with ADA standards, thereby improving content visibility.
- Link highlighting: Highlights links, buttons, and other interactive clickable elements with bright, high-contrast colours, making them easier to identify and improving the website's usability, navigation, and overall accessibility.
- Stop animations: Pauses moving or automatically updating content that is considered a barrier to accessibility. Stops animations and blinking content that can be distracting and may trigger seizures in susceptible individuals.
- Text spacing: Adjusts text and line spacing to improve readability for users with dyslexia or visual impairments. Three adjustment levels offer a personalised and more accessible reading experience.
- Line height: Increases the line height to ensure a more comfortable spacing for all text on the page.
- Text alignment: Aligns text on the website to the left, right, or centre, providing a more personalised and accessible reading experience.
- Dyslexia-friendly font: The "UserWay Dyslexia Friendly" font enhances readability and provides a smoother reading experience for visitors with dyslexia.
- Large cursor: Enlarges the standard cursor by 400%, ensuring the pointer is always visible. This allows for faster and more accessible navigation through hyperlinks, tabs, and form elements.
- Hints: Displays alternative text and ARIA labels for screen objects with a simple mouse movement. The hints are highly visible, in high contrast, and easy to read, making them more accessible for visually impaired users.
- Page structure: Quickly displays page titles, landmarks, and links in a clear, structured, easy-to-navigate, and accessible manner. Helps all users, including those with disabilities, find the content they need more quickly.

In addition to the features that users can activate via the accessibility menu, the UserWay PRO widget automatically detects numerous accessibility issues on the website and makes the necessary real-time corrections without modifying the source code, only altering what is displayed in the browser. This makes the website more accessible to all end-users, including those using 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.

- Some non-text elements do not have alternative text descriptions. This mainly concerns the videos.
- Some elements are not navigable via keyboard. When navigating with the keyboard, the navigation order may not always be logical.
- Some elements may not clearly communicate their function to screen reader users.
- The purpose of some input fields may not be clear.
- Videos start automatically and must be manually stopped.
- The titles of some pages may be unclear.
- Some elements may not have labels or headings.

The downloadable PDF files on the website do not comply with the requirements of Chapter 10 "Non-Web Documents" of the UNI CEI EN 301549 standard, as they do not meet the following criteria:

- 10.1.1.1 Non-text content
- 10.2.4.6 Headings and labels
- 10.3.1.1 Language of the document
- 10.3.1.2 Language changes within the document

This accessibility statement considers the issues resolved by the corrections made through the UserWay PRO widget, as the changes implemented by the widget meet the success criteria of the current standard. This allows the website to provide accessible information for people with disabilities.

## 5. Service Delivery Process and Accessibility Monitoring

Hotel Goldknopf 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 Goldknopf 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@goldknopf.com](mailto:info@goldknopf.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.