

# Accessibility Statement

*This accessibility statement was prepared on 12/06/2025.*

The 4-star Hotel Waldhof in Perca is committed to ensuring the accessibility of its website [www.waldhof.bz.it](http://www.waldhof.bz.it) in accordance with Legislative Decree of May 27, 2022, No. 82, implementing the European Directive 2019/882.

The Peskoller-Siessl family believes that providing access to information, products, and services without obstacles or barriers is a shared moral responsibility, enabling everyone to live with dignity, equality, and independence. For this reason, resources have been invested to make the site easier to use and more accessible to all, including persons with disabilities.

In compliance with Legislative Decree 82/2022, the following points are outlined:

1. Information about the assessment of how the service meets accessibility requirements and details on applicable standards.
2. General description of the service, in accessible formats.
3. Descriptions and explanations necessary to understand how the service works.
4. Description of how the service meets accessibility requirements.
5. Information demonstrating that the service delivery process and related monitoring ensure compliance.

## 1. Accessibility requirements and applicable criteria

The requirements for digital accessibility are defined in Legislative Decree of May 27, 2022, No. 82, implementing European Directive 2019/882.

The contents of the website must comply with the criteria established by the Web Content Accessibility Guidelines (WCAG) 2.1 at levels A and AA and with the technical standard UNI EN 301549. The four core principles of digital accessibility as defined by WCAG 2.1 are:

- **Perceivable** – Content is presented in a clear and understandable way.
- **Operable** – The interface is easily navigable by all users.
- **Understandable** – Information and operations are intuitive and easy to interpret.
- **Robust** – The site is compatible with the most commonly used assistive technologies.

Based on the legislation mentioned above, the self-assessment model published by AgID clearly lists the 50 success criteria to be used to verify the accessibility of a

website. The guidelines for accessibility of IT tools issued by the same agency also specify that web content includes both textual and non-textual information, downloadable documents and forms, and forms of two-way interaction, such as the processing of digital forms and the completion of authentication, identification, and payment processes.

## Non-applicable criteria

Of the 50 success criteria specified by current technical standards, the following are deemed not applicable to this website:

- 1.2.1 Audio-only and video-only (pre-recorded)
- 1.2.2 Captions (pre-recorded) (Level A)
- 1.2.3 Audio description or media alternative (pre-recorded) (Level A)
- 1.2.4 Captions (live) (Level AA)
- 1.2.5 Audio description (pre-recorded) (Level AA)
- 1.4.2 Audio control (Level A)
- 2.1.4 Character key shortcuts (Level A – WCAG 2.1)
- 2.2.1 Timing adjustable (Level A)
- 2.2.2 Pause, Stop, Hide (Level A)
- 2.3.1 Three flashes or below threshold (Level A)
- 2.5.4 Motion actuation (Level AA – WCAG 2.1)

## Areas excluded from application

Article 1, paragraph 5 of Legislative Decree 82/2022 states that the provisions of the decree do not apply to the following website content and mobile applications:

- Pre-recorded time-based media published before June 28, 2025
- Office file formats published before June 28, 2025
- Maps and online mapping services, provided that essential navigation information is also made available in an accessible digital format
- Third-party content that is neither funded nor developed by the relevant economic operator, nor under their control
- Website and mobile app content considered to be archives, containing only material that has not been updated or edited after June 28, 2025

## 2. General description of the service

The website [www.waldhof.bz.it](http://www.waldhof.bz.it) is the official site of Hotel Waldhof in Perca and targets end users, offering information about the hotel and its surroundings, as well as the ability to book and plan a stay. Below is an overview of the main services offered:

- General information about the hotel  
Details about the structure, philosophy, and the family that manages Hotel Waldhof. A downloadable hotel brochure is also available.
- Room information and booking  
The website allows users to browse the rooms, book through the “Booking” button, or request a quote via the “Request” button. Users can also select an offer and calculate the total cost of their stay using the price calculator widget. It is also possible to pay the deposit, take out travel cancellation insurance, and purchase a gift voucher for a stay or wellness treatments via appropriate widgets.
- Information about available services  
The website provides information on services such as cuisine, included services, and the wellness area with saunas, pools, gym, massages, and beauty and wellness treatments. These are also described in a separate downloadable catalogue in the site’s download section.
- Activities  
The site offers information about sports and recreational activities in Perca and the surrounding area during both summer and winter. These include skiing in the Plan de Corones/Kronplatz area, cross-country skiing in the Puster Valley, winter hiking and snowshoeing, as well as summer hikes, bike and mountain bike tours. There is also information on ski pass purchases and a local weather widget.
- Contact and support  
The site lists the hotel’s phone number and email address. By clicking the “Request” button, users can send quote requests or ask for more information. There is also the option to subscribe to the Hotel Waldhof newsletter for updates and current offers. Users can unsubscribe at any time.

### 3. Functioning of the services

The website is accessible from desktop computers, tablets, and smartphones using a standard web browser. No user registration is required to access the website’s services.

The features can be used freely as follows:

- To access informative sections, click the links in the main menu.
- The widgets for deposit payment, travel cancellation insurance, and gift voucher purchase are accessible via the main menu. The gift voucher link is also in the page footer.
- To book a stay or send a request, use the "Book" and "Request" buttons at the top right. A quote request can also be submitted via the widget on the homepage.
- To download files, go to the download section using the footer link and click on the desired document.

- To view the weather forecast or subscribe to the newsletter, click the relevant button in the footer.

## 4. Compliance status

To determine the site's compliance status, the guidelines and self-assessment model developed by AgID were used. A technical audit carried out by an accessibility expert produced the following result, based on the date of drafting or update of this statement.

The current compliance status of the website is: partially compliant.

Despite the work carried out, the website is currently only partially compliant with the requirements outlined in Appendix A of the UNI CEI EN 301549 standard, due to the following non-conformities:

- Some non-text elements have labels in a language different from the main language of the page
- Minimum contrast is not always met in images
- Some elements are not keyboard navigable
- The purpose of some links may not be clearly conveyed
- Some textual content lacks proper headings
- The social wall does not provide alternative text for images
- The homepage includes a map that may not be accessible

The PDF files downloadable from the website do not meet the requirements of Chapter 10 “Non-Web Documents” and are not accessible to screen reader users or keyboard-only navigation. Specifically, they do not meet the following criteria from UNI CEI EN 301549:

- 10.1.1.1 Non-text content
- 10.1.3.1 Info and relationships
- 10.1.3.2 Meaningful sequence
- 10.1.4.3 Minimum contrast
- 10.1.4.10 Text Reflow
- 10.2.1.1 Keyboard
- 10.2.1.2 No keyboard trap
- 10.2.4.2 Document title
- 10.2.4.3 Focus order
- 10.2.4.6 Headings and labels
- 10.2.4.7 Focus visible
- 10.3.1.1 Language of the document
- 10.3.1.2 Language of parts
- 10.4.1.1 Parsing

## 5. Service delivery and accessibility monitoring process

Hotel Waldhof has dedicated specific attention to the service delivery process to meet digital accessibility requirements, also relying on external consultants for the following tasks:

- Technical verification of website accessibility through a gap analysis
- Correction of code-based non-conformities
- Preparation of public-facing accessibility documentation

As required by current legislation, Hotel Waldhof periodically conducts technical checks to ensure the long-term accessibility of the website and to implement improvements, including those based on user feedback.

The technical checks are carried out by an external accessibility specialist using the most up-to-date tools in line with current regulations. The status of compliance is reviewed through semi-automated code analysis, manual user testing, and the use of assistive technologies.

## 6. Support and problem reporting

If you encounter difficulty accessing website content or functionality, or need further assistance, you can send a message to the following email address: [info@waldhof.bz.it](mailto:info@waldhof.bz.it)

Please include the following details in your message:

- Full name
- Web page address or section concerned
- Clear and concise description of the problem encountered
- Tools used (operating system, browser, assistive technology)
- Any suggestions to improve accessibility

All reports will be handled as quickly as possible and will help improve the website's accessibility over time.