Accessibility Statement

This statement was created on 25th September 2025.

The tourism association Terlan is committed to ensuring the accessibility of the website www.terlan.info in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

The tourism association Terlan i 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 Live captions
- 2.1.4 Keyboard shortcuts (Level A – WCAG 2.1)
- 2.2.1 Timing adjustable (Level A)
- 2.3.1 Three flashes or below threshold (Level A)
- 2.5.1 Pointer gestures
- 2.5.2 Pointer cancellation
- 2.5.4 Motion actuation (Level AA – WCAG 2.1)
- 3.1.2 Language change within a document (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.terlan.info is the official tourism portal for the holiday region of Terlan, Vilpian, and Siebeneich. It is aimed at end users and provides information and promotional services to plan a holiday in Terlan, Vilpian, and Siebeneich. Below is an overview of the main services offered on the website:

<u>Holiday Villages</u>
The website presents a selection of accommodation options – 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 offers directly to the chosen accommodation.

<u>Wine & Culinary Delights</u>
Information about Terlan asparagus, wine, sparkling wine, spirits, apples, and gourmet treats.

<u>Cultural Tips</u>
Suggestions for sights and cultural visits in Terlan, Vilpian, Siebeneich, and the surrounding areas of Bolzano and Merano.

<u>Active & Family</u>
<u>The section "300 S</u>unny Days" describes various summer activities and excursions. "Winter Sun" describes different winter activities and excursions in the region. "Family Tips" describes various activities for families with children. The "Accessibility" section links to accessible hotels and activities.

<u>Events & Info</u>
Contact details and information from the Terlan Tourist Association, various events, information on mobility and arrival, services, and partners.

3. How the Service works

The website can be accessed on desktop computers, tablets, and smartphones using a standard web browser. No registration is required to use the website. Users can freely use the available functions as follows:

- Access information areas via the main menu
- Access downloadable information via the "Downloads" menu
- Accommodation enquiry via the "Search Accommodation" button at the top of the homepage: select an accommodation or search, then click "Send Request", fill in the form in the popup, and submit it.

4. Compliance with Accessibility Requirements

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

UserWay PRO offers a wide range of accessibility optimisation features, which can be accessed via a dedicated panel – either by clicking on the widget icon or using the keyboard shortcut CTRL+U.

- **Screen reader** – reads page content aloud without the need for external software
- **Dictionary** – allows word lookup directly on the website, useful for cognitive impairments or language barriers
- **Larger text** – increases text size in four levels for better readability
- **Saturation** – adjusts colour saturation (high, low, or greyscale)
- **Contrast** – invert colour contrast or toggle light/dark mode
- **Smart contrast** – ensures ADA-compliant colour contrast
- **Highlight links** – makes clickable elements clearly visible
- **Stop animations** – automatically pauses moving content that may distract or trigger seizures
- **Text spacing** – customise letter and line spacing, helpful for dyslexia
- **Line height** – increases line spacing for more comfortable reading
- **Text alignment** – aligns text to left, right, or centre
- **Dyslexia-friendly font** – the "UserWay Dyslexia Friendly" font makes reading easier for people with dyslexia
- **Large cursor** – enlarges the mouse pointer for better visibility
- **Tooltips** – shows ARIA labels and alternative text when hovering over elements
- **Page structure** – displays headings, navigation points, and links in a structured format

In addition to these features, UserWay PRO automatically detects many accessibility issues on the website and fixes them in real time without changing the source code – only the

display in the browser is adjusted. This makes the site easier to use for users with 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: <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.

Non-accessible Content

The website do not fully meet the requirements of Chapter 9 "Web" of the UNI CEI EN 301549 standard. Specifically:

- There are external videos that do not have subtitles or audio descriptions.
- Some forms are not clearly described, and the purpose of the input fields may not be obvious. Input errors are indicated only by colour or not at all.
- Some links do not clearly indicate their target for screen readers.
- Certain elements do not receive keyboard focus or cannot be operated using the keyboard.
- Some elements do not correctly convey their function to screen readers.
- There is no option to skip content.

This accessibility statement considers issues resolved if they are compensated by the UserWay PRO widget, as its corrections meet the success criteria according to applicable standards.

Therefore, the website provides an accessible source of information even for people with disabilities.

5. Service Delivery Process and Accessibility Monitoring

The tourism association Terlan 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 tourism association Terlan i 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 checks include, among other aspects:

- Semi-automatic source code analyses
- Manual usability tests
- Tests with 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@terlan.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.