

# **EN301549 technical report**

## Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and explanations
4.2.1 Usage without vision	Partially Supports	
4.2.2 Usage with limited vision	Partially Supports	
4.2.3 Usage without perception of colour	Partially Supports	
4.2.4 Usage without hearing	Partially Supports	
4.2.5 Usage with limited hearing	Partially Supports	
4.2.6 Usage with no or limited vocal capability	Partially Supports	
4.2.7 Usage with limited manipulation or strength	Partially Supports	
4.2.8 Usage with limited reach	Partially Supports	
4.2.9 Minimize photosensitive seizure triggers	Partially Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	
4.2.11 Privacy	Partially Supports	

## Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
<b>5.1 Closed functionality</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>5.1.2 General</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
<b>5.1.6 Operation without keyboard interface</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>5.1.6.1 Closed functionality</b>	<i>See 5.1.3.1 through 5.1.3.16</i>	<i>See information in 5.1.3.1 through 5.1.3.16</i>
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
<b>5.5 Operable parts</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
<b>5.6 Locking or toggle controls</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

## Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	<i>Not Applicable</i>	
<b>6.2 Real-time text (RTT) functionality</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
<b>6.5 Video communication</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>6.5.1 General (informative)</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
6.5.5 Visual indicator of audio with video	Not Applicable	
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	<i>Advisory no response required</i>	<i>Advisory no response required</i>

## Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and explanations
<b>7.1 Caption processing technology</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	



## Chapter 8: Hardware

Criteria	Conformance Level	Remarks and explanations
<b>8.1.1 Generic requirements</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
<b>8.2 Hardware products with speech output</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
<b>8.3 Stationary ICT</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed ( $\leq 255$ mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed ( $\leq 610$ mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	
8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	
8.3.6 Installation instructions	Not Applicable	
<b>8.4 Mechanically Operable parts</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

## Chapter 9: Web (applies also to 10, 11 and 12)

### Corresponding to WCAG 2.2 Level A

Success Criteria	Conformance Level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"><li>- General &gt; Cookies &gt; logo (iOS) (Android): The meaningful image does not have a sufficiently descriptive alternative text.</li><li>Contacts &gt; More &gt; contacts &gt; call us "flags" (iOS) (Android): The icons have not been marked as decorative and are therefore accessed by the screen reader.</li><li>FAQs &gt; background image and icons (iOS) (Android): The background image and icons have not been marked as decorative and are therefore accessed by the screen reader.</li><li>Legal &gt; background image and icons (iOS) (Android): The background image and icons have not been marked as decorative and are therefore accessed by the screen reader.</li><li>Homepage &gt; Decorative images (iOS): The background image have</li></ul>

		<p>not been marked as decorative and are therefore accessed by the screen reader.</p> <p>- General &gt; Gallery images (iOS) (Android): The images have not been marked as decorative and are therefore accessed by the screen reader.</p> <p>Booking funnel &gt; Decorative icons (iOS): The icons have not been marked as decorative and are therefore accessed by the screen reader.</p> <p>Hotel details &gt; Logo (iOS) (Android): The logo lacks alternative text</p> <p>Hotel details &gt; Restaurant and bars &gt; decorative images (iOS): The images have not been marked as decorative and are therefore accessed by the screen reader.</p> <p>Account &gt; Decorative icons (Android): all the decorative icons have not been marked as decorative and are therefore accessed by the screen reader.</p> <p>Booking funnel &gt; Page confirmation &gt; decorative image (iOS): The image has not been marked as decorative and are</p>
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		therefore accessed by the screen reader.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative Supports	Supports	
1.3.1 Info and Relationships	Partially supports	<p>Exceptions include:</p> <p>Login page &gt; Input fields &gt; labels (iOS): The labels are not associated with their corresponding input fields.</p> <p>Contacts &gt; More &gt; interactive elements (iOS): The buttons are split into two separate sections, the icon and the text, which are individually accessed by the screen reader.</p> <p>Decorative icons should be hidden from assistive technologies.</p> <p>Contacts &gt; More &gt; contacts &gt; interactive elements (iOS): The buttons are split into two separate sections, the icon and the text, which are individually accessed by the screen reader.</p> <p>Decorative icons should be hidden from assistive technologies.</p>

		<p>Contacts &gt; More &gt; contacts &gt; call us (iOS): The buttons are split into different separate sections, which are individually accessed by the screen reader. Decorative icons should be hidden from assistive technologies.</p> <p>Contacts &gt; More &gt; contacts &gt; online (iOS): The buttons are split into two separate sections, the icon and the text, which are individually accessed by the screen reader. Decorative icons should be hidden from assistive technologies.</p> <p>- General &gt; Select dates &gt; table (iOS) (Android): Table values are not associated with their respective headers.</p> <p>Booking funnel &gt; Find the perfect stay &gt; switch button (iOS) (Android): The switch is not associated with its corresponding label.</p> <p>Booking funnel &gt; Radio button (Android): Labels and buttons are not associated with each other</p> <p>Booking funnel &gt; Detail research &gt; details room &gt; Discounted price (iOS) (Android): The information available visually is not</p>
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		<p>communicated through the screen reader</p> <p>Booking funnel &gt; Your detail &gt; add voucher code &gt; edit box (iOS) (Android): The label is not associated with it corresponding input field.</p> <p>Booking funnel &gt; Your detail &gt; pay with points &gt; slider (iOS) (Android): The point value changes dynamically during interaction with the slider, but this is not correctly conveyed to the screen reader.</p> <p>Deals &gt; More filters &gt; switch button (iOS) (Android): The switch is not associated with its corresponding label.</p> <p>Account &gt; Section:</p> <ul style="list-style-type: none"> <li>- my activity</li> <li>- my profile (iOS): The buttons are split into role and accessible name, which are individually accessed by the screen reader.</li> </ul> <p>Account &gt; switch button (iOS): The switch is not associated with its corresponding label.</p> <p>Homepage &gt; Upcoming booking &gt; text element (iOS): The information</p>
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		<p>available visually is not communicated through the screen reader</p> <p>Booking management funnel &gt; Section "Room 1: standard room" &gt; interactive elements (iOS): The buttons are split into different separate sections, which are individually accessed by the screen reader. Decorative icons should be hidden from assistive technologies.</p> <p>Booking management funnel &gt; More actions &gt; interactive elements (iOS): The buttons are split into different separate sections, which are individually accessed by the screen reader. Decorative icons should be hidden from assistive technologies.</p> <p>- General &gt; Headings (iOS) (Android): In most pages, the textual elements that serve as headings are not recognized as such.</p> <p>Stays &gt; Missing reservation &gt; input fields &gt; labels (Android): The input fields are not associated to the relative labels</p>
1.3.2 Meaningful Sequence	Partially supports	Exceptions include:



		<p>Booking funnel &gt; Add extra options &gt; Daily price (Android): Navigation does not follow a logical order: the focus first reaches the price, then the “add” button, and finally the price text.</p> <p>- General &gt; select date &gt; check-in / check-out (iOS): The navigation sequence does not follow a logical order.</p> <p>Hotel details &gt; Price and book now button (iOS): The navigation sequence does not follow a logical order.</p> <p>Account &gt; Section "vip members" (iOS) (Android): The navigation sequence does not follow a logical order.</p>
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	<p>Exceptions include:</p> <p>Legal &gt; Link within text (iOS) (Android): Colour is used as the only visual means to convey information.</p> <p>Booking funnel &gt; Page confirmation &gt; see location (iOS) (Android): Colour is used as the only visual means to convey</p>

		information.
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	<p>Exceptions include:</p> <p>Login page &gt; Input field "password" &gt; Show/Hide password (iOS) (Android): The interactive element cannot be reached with the screen reader active</p> <p>Booking funnel &gt; Your details &gt; interactive elements (Android): The interactive elements cannot be reached with the screen reader active</p> <p>Hotel details &gt; Cards &gt; see the restaurant (Android): The interactive elements cannot be reached with the screen reader active</p>
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause Stop Hide	Supports	
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Supports	

2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> <li>- General &gt; Bottom navigation (iOS) (Android): When selecting one of the navigation menu items using a screen reader, the focus is not moved into the page content but continues through the bottom navigation.</li> <li>Contacts &gt; More &gt; contacts (iOS): After interacting with the interactive element, the focus did not move to the first element in the top-left corner.</li> <li>FAQs &gt; Tabs (iOS) (Android): After interacting with the interactive element, the focus does not move to the referenced content but instead continues to navigate through the subsequent items.</li> <li>Legal &gt; Tabs (iOS) (Android): After interacting with the interactive element, the focus does not move to the referenced content but instead continues to navigate through the subsequent items.</li> </ul>

		<p>Booking funnel &gt; Read more / Terms and conditions &gt; modal (Android): The focus does not immediately move to the displayed modal and also exits it by navigating to underlying elements.</p> <p>Booking funnel &gt; Find the perfect stay &gt; special rate (iOS) (Android): The focus does not move to the first interactive element at the top left</p> <p>Booking funnel &gt; discover the city your way &gt; input field / buttons (iOS): The focus does not correctly navigate through interactive elements.</p> <p>Booking funnel &gt; Search results cards (iOS): The information is not navigated in a logical order.</p>
2.4.4 Link Purpose (In Context)	Supports	
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	

3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Partially supports	<p>Exceptions include:</p> <p>Contacts &gt; More &gt; contacts &gt; call us (iOS) (Android): When typing, suggestions appear that could assist the user in completing the input field, but this is not communicated to the screen reader.</p> <p>Booking funnel &gt; Search destinations &gt; suggestion results (iOS) (Android): When typing, suggestions appear that could assist the user in completing the input field, but these are not announced to the screen reader</p> <p>- General &gt; Search edit box &gt; results suggestion (iOS) (Android): When typing, suggestions appear that could assist the user in completing the input field, but this is not communicated to the screen reader.</p>
3.3.7 Redundant Entry	Supports	

4.1.1 Parsing	Supports	
4.1.2 Name Role Value	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> <li>- General &gt; Close button (Android): The interactive element lacks an accessible name and role.</li> <li>Login page &gt; Forgot your password (Android): The interactive element lacks a role.</li> <li>Login page &gt; Carousel (iOS): The interactive element is not built using the correct programming pattern.</li> <li>Login page &gt; Close button (iOS): The interactive element lacks an accessible name</li> <li>Homepage &gt; Button notification (iOS) (Android): The interactive element lacks an accessible name</li> <li>Contacts &gt; More &gt; contacts &gt; interactive elements (Android): The interactive element lacks a role and when interacting with the screen reader enabled, the dedicated section is not reachable.</li> <li>- General &gt; Back button (Android): The interactive element lacks an accessible name</li> </ul>

		<p>Contacts &gt; More &gt; interactive elements (Android): The interactive element lacks a role and when interacting with the screen reader enabled, the dedicated section is not reachable.</p> <p>Contacts &gt; More &gt; contacts &gt; call us (Android): The interactive element lacks a role and when interacting with the screen reader enabled, the dedicated section is not reachable.</p> <p>Contacts &gt; More &gt; contacts &gt; online (Android): The interactive element lacks a role</p> <p>Homepage &gt; Interactive element (iOS) (Android): The interactive element lacks the role</p> <p>Homepage &gt; our curated selection for you &gt; cards (iOS) (Android): The interactive element lacks the role and an accessible name</p> <p>Booking funnel &gt; Input fields &gt; status disabled (Android): Interactive elements appear to be disabled even though they are not.</p>
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		<p>Booking funnel &gt; Terms and conditions / explore destinations see all / card destinations (iOS)</p> <p>(Android): The interactive element lacks the role</p> <p>Booking funnel &gt; Search destinations &gt; interactive elements (iOS) (Android): The interactive element lacks the role</p> <ul style="list-style-type: none"> <li>- General &gt; delete button (Android): The buttons in the application does not have accessible names</li> <li>- General &gt; Select dates &gt; table &gt; values (iOS) (Android): The values lack role and selected state.</li> <li>- General &gt; Gallery images &gt; arrow buttons / images buttons (iOS) (Android): The interactive elements lacks the accessible name</li> <li>- General &gt; Gallery images &gt; images buttons (iOS) (Android): The interactive elements lack the role</li> </ul> <p>Booking funnel &gt; Prices and hotel details (iOS)</p> <p>(Android): The interactive elements lack the roles</p> <p>Booking funnel &gt; Find th perfect stay &gt; interactive elements (iOS) (Android): The interactive elements lack the roles</p>
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		<p>Booking funnel &gt; Find the perfect stay &gt; currency &gt; interactive elements (iOS) (Android): The interactive elements lack the roles</p> <p>Booking funnel &gt; Details reserch &gt; filter button (iOS) (Android): The interactive element lacks an accessible name and role</p> <p>Booking funnel &gt; Details reserch &gt; filter button &gt; filters (iOS) (Android): The interactive element lacks the roles anche state selected</p> <p>Booking funnel &gt; Details reserch &gt; details room &gt; icon buttons (Android): The interactive elements lack the accessible name</p> <p>- General &gt; Accordions (iOS) (Android): The interactive elements are not built using the correct programming pattern.</p> <p>Booking funnel &gt; Add extra options &gt; interactive elements (Android): The interactive elements lack the role</p> <p>Booking funnel &gt; Your details &gt; upgrade your stay / your details / special requests (Android): The interactive elements lack the role</p>
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		<p>Booking funnel &gt; your details &gt; special requests &gt; price summary (Android): The interactive elements lack the role</p> <p>Booking funnel &gt; Your detail &gt; special requests &gt; choose bed (Android): The interactive elements lack the role and state selected</p> <p>- General &gt; Search nearby / results buttons (iOS) (Android): The interactive elements lack the role</p> <p>Search Results &gt; Tabs (iOS): The interactive elements lack the role and state selected</p> <p>Booking funnel &gt; discover the city your way &gt; input field / buttons (iOS): The interactive elements have an incorrect role.</p> <p>- General &gt; Close button (iOS): The interactive element lacks an accessible name</p> <p>- General &gt; select date &gt; table &gt; values disabled (iOS): Interactive elements do not have the disabled state.</p> <p>Booking funnel &gt; Radio button (iOS): The interactive elements lack the role and state selected</p> <p>Booking funnel &gt; Summary</p>
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		<p>reservation &gt; button at the top (iOS): The interactive element lacks the role</p> <p>Booking funnel &gt; Your details &gt; radio buttons (iOS): The interactive elements have an incorrect role.</p> <p>Booking funnel &gt; your details &gt; your details / total estimated (iOS): The interactive elements lack the role</p> <p>Hotel details &gt; Interactive elements (Android): The interactive elements lack the role</p> <p>Hotel details &gt; Interactive elements &gt;</p> <ul style="list-style-type: none"> <li>- accordion see all deals</li> <li>- reviews</li> <li>- check the price calendar</li> </ul> <p>(iOS): The interactive elements lack the role</p> <p>Hotel details &gt; Interactive elements (Android): The interactive elements lack the role</p> <p>Hotel details &gt; Interactive elements (Android): The interactive elements lack the role</p> <p>Deals &gt; Filters &gt; interactive elements (iOS): The interactive elements lack the state selected</p> <p>Deals &gt; result cards (iOS)</p>
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		<p>(Android): The interactive elements lack the role</p> <p>Deals &gt; More filters &gt; radio button (iOS) (Android): The interactive elements lack the role and state selected</p> <p>Deals &gt; Filters &gt; interactive elements (Android): The interactive elements lack the state selected and role</p> <p>Deals &gt; More filters button (Android): The interactive element lacks an accessible name</p> <p>Account &gt; - copy button (only for android)</p> <ul style="list-style-type: none"> <li>- points button</li> <li>- see all benefits button</li> </ul> <p>(iOS) (Android): The interactive elements lack the role</p> <p>Account &gt; section:</p> <ul style="list-style-type: none"> <li>- my offers</li> <li>- my activity</li> <li>- curated deals for you</li> </ul> <p>(Android): The interactive elements lack the role</p> <p>Account &gt; - My profile section</p> <ul style="list-style-type: none"> <li>- share button</li> <li>- see the tutorial again</li> </ul> <p>(Android): The interactive elements lack the role</p> <p>Account &gt; Copy button (iOS): The interactive element lacks an accessible name</p>
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		<p>Account &gt; Curated deals for you &gt; cards (iOS): The interactive elements lack the role</p> <p>Account &gt; Section "my profile" &gt; cards (iOS): The interactive elements lack the role</p> <p>Account &gt; Share button and see the tutorial again (iOS): The interactive elements lack the role</p> <p>Account &gt; My profile &gt; input fields / interactive elements (iOS): The interactive elements lack the role</p> <p>Account &gt; Dropdown menu (Android): After interacting with the interactive element, the items within it do not expand.</p> <p>Account &gt; switch button (Android): The interactive elements lack the role</p> <p>Booking funnel &gt; Page confirmation &gt; share button (iOS) (Android): The interactive element lacks an accessible name</p> <p>Booking funnel &gt; Page confirmation &gt; manage my reservation (iOS): The interactive element lacks the role</p> <p>Stays &gt; Tabs (iOS): The interactive elements lack</p>
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		<p>selected state.</p> <p>Stays &gt; Button "missing reservation" and button image (iOS) (Android): The interactive element lacks the role</p> <p>Stays &gt; Button "more" &gt; interactive elements (iOS): The interactive elements lack a role and an accessible name</p> <p>Stays &gt; Button "missing reservation" &gt; input fields (iOS): The interactive elements lack the role</p> <p>Booking funnel &gt; Button "cancellation and rate details " (Android): The interactive element lacks the role</p> <p>Stays &gt; Button "more" &gt; interactive elements (Android): The interactive elements lack the role</p> <p>Stays &gt; Button more / close modal (Android): The interactive elements lack an accessible name</p> <p>Booking management funnel &gt; Button "check-in&lt;:available</p> <p>Button see price summary (Android): The interactive elements lack the role</p> <p>Booking management funnel &gt; Section: "Room 1 Standard Room", "more</p>
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		actions" (Android): The interactive elements lack the role
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## Corresponding to WCAG 2.2 Level AA

Success Criteria	Conformance Level	Remarks and explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description (Prerecorded)	Supports	
1.3.4 Orientation	Partially supports	Exceptions include: - General > All the app (iOS) (Android): The application does not switch to landscape mode.
1.3.5 Identify Input Purpose	Supports	
1.4.3 Contrast (Minimum)	Partially supports	Exceptions include: FAQs > Breadcrumbs #FFFFFF on the background #918D98 (iOS) (Android): The text element's color does not provide sufficient contrast with the background to meet the requirement. Legal > Breadcrumbs #FFFFFF on the

		<p>background #918D98 (iOS) (Android): The text element's color does not provide sufficient contrast with the background to meet the requirement.</p> <p>Booking funnel &gt; Search destinations #BEBFC0 on the #FFFFFF background (iOS) (Android): The text element's color does not provide sufficient contrast with the background to meet the requirement.</p> <p>Booking funnel &gt; Page confirmation &gt; text #FFFFFF on the background #7cb41b (iOS) (Android): The text element's color does not provide sufficient contrast with the background to meet the requirement.</p>
1.4.4 Resize text	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> <li>- General &gt; Text elements (iOS): The textual content of the application does not adapt to the scaling set by the operating system.</li> <li>- General &gt; Text elements (Android): Text elements are not laid out correctly, resulting in text being truncated.</li> </ul>



1.4.5 Images of Text	Supports	
1.4.10 Reflow	Supports	
1.4.11 Non-text Contrast	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> <li>- General &gt; Edit box &gt; delete button (iOS): The color of the graphic element does not provide sufficient contrast with the background to meet the requirement.</li> <li>- General &gt; switch button (iOS): The color of the graphic element does not provide sufficient contrast with the background to meet the requirement.</li> <li>Deals &gt; More filters &gt; radio buttons (iOS) (Android): The color of the graphic element does not provide sufficient contrast with the background to meet the requirement.</li> </ul>
1.4.12 Text-spacing	Supports	
1.4.13 Content on Hover or Focus	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially supports	<p>Exceptions include:</p> <p>Booking funnel &gt; Your detail &gt; pay with points &gt; slider (iOS) (Android): The accessible name is not</p>

		sufficiently descriptive of the function.
2.4.7 Focus Visible	Supports	
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (LFD)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	<p>Exceptions include:            Booking funnel &gt; Your detail &gt; add voucher code &gt; edit box (iOS) (Android):            The error message that appears is not announced to the user by the screen reader.</p> <p>Stays &gt; Missing reservation &gt; input fields &gt; error message (iOS) (Android):            The error message that</p>

		appears is not announced to the user by the screen reader.
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## Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
<b>10.0 General (informative)</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

## Chapter 11: Software

Criteria	Conformance Level	Remarks and explanations
<b>11.0 General (informative)</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
<b>11.5 Interoperability with assistive technology</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>11.5.1 Closed functionality</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>11.5.2 Accessibility services</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service	See 11.5.2.5 through	See information in 11.5.2.5

Criteria	Conformance Level	Remarks and explanations
support for assistive technologies	11.5.2.17	through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
1.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
<b>11.6 Documented accessibility usage</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
<b>11.8 Authoring tools</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<b>11.8.1 Content technology</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.8.2 Accessible content creation	See WCAG 2.2 section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.2 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

## Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and explanations
<b>12.1 Product documentation</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
12.1.1 Accessibility and compatibility features	Not Applicable	
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
<b>12.2 Support Services</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
12.2.2 Information on accessibility and compatibility features	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section



## Chapter 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance Level	Remarks and explanations
<b>13.1 Relay services requirements</b>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

# Web accessibility

Disability is defined as: any activity limitation or participation restriction in society, experienced by a person as a result of a substantial, lasting or definitive alteration of one or more physical, sensory, mental, cognitive, or psychic functions, a multiple disability, or a disabling health condition.

Web accessibility consists of making online public communication services accessible to people with disabilities, and is based on four fundamental principles:

**Perceivable:** Information and user interface components must be presented to the user in such a way that they can perceive them. For example, providing textual equivalents for all non-textual content that can then be presented in other forms according to the user's needs: large characters, braille, speech synthesis, symbols or simplified language.

**Operable:** User interface and navigation components must be operable. For example, making all functionality available via keyboard.

**Understandable:** Information and the use of the user interface must be understandable. Textual content must be made readable and navigation must be consistent.

**Robust:** Content must be sufficiently robust to be reliably interpreted by a wide variety of user agents, including assistive technologies.

## Test environments

### Operating systems

Apple Mac Os X (last version)

Microsoft Windows (last version)

Apple Ios (last version)

Google Android (last version)

*We have not used Linux as it is currently very uncommon among users with disabilities.*

## Browsers and user software

In the latest versions available on the different operating systems:

Google Chrome

Windows Edge

Safari

Adobe Acrobat Reader / Preview on Mac (for PDFs only)

## Screen readers and assistive technologies

In order to achieve the most standard evaluation **we test everything with no adaptation.**

In order to make the most realistic evaluation **we also make some adaptation like:**

Graphic adaptations present on the different systems (colors, contrasts, subtitles, etc.)

Mouse emulations, magnifiers and screen keyboards or keyboard improved settings always of the different systems

Voiceover - Apple systems only

Talkback - Android only

NVDA (last version) and Freedom scientific Jaws (second-to-last version) - PC systems only

## Methodology

### Objective manual and semi-automatic verification methodology

We analyze content with different automatic and semiautomatic systems and compare the results between tools to obtain the most complete and objective verification. The reference standard, unless specifically requested, that we use is always the latest (WCAG 2.2) so that we can ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in [UNI EN 301549 Guidelines](#) or their declination in the French RGAA. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

## Automated tools for syntax checking

**W3C Markup Validation Service** : used with generated code, because it is the official tool for checking HTML, XHTML, MathHTML, etc. <https://validator.w3.org/>

**W3C CSS Validation service** : although the correctness of the CSS does not affect accessibility, it could affect some aspects that still have an impact on it if not correctly interpreted because it is incorrect. The verification is therefore appropriate and done with <https://jigsaw.w3.org/css-validator/>

**PAC PDF checker** : <https://pdfua.foundation/en/pdf-accessibility-checker-pac/>

## Automatic and semi-automatic tools for color verification

**Color Contrast Analyser (CCA)** : used punctually on dubious contrasts <https://developer.paciellogroup.com/resources/contrastanalyser/>

**WCAG Color contrast checker** : used as the first check to verify the contrasts of the colors used in the CSS of the pages.

**Text on background image a11y check** : used to check when text should overlap images <https://www.brandwood.com/a11y/>

**Color contrast accessibility evaluator** : used as an additional control for some online pages <https://color.a11y.com/Contrast/>

## Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

Wave <https://wave.webaim.org/>

And other local tools:

**Web developer toolbar**: Used to support manual verification. It allowed us to locate images without alt texts, fields without labels, etc. <https://chrispederick.com/work/web-developer/>

**AXE e Lighthouse for Chrome**: they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA

attributes, fundamental in the case of web applications and interactive components.

**Siteimprove for Chrome:** like AX, it provides useful indications for verifying compliance but is a tool evaluated by AgID useful for monitoring public sites.

## Terms

The terms used in the Conformance Level information are defined as follows:

**Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

**Partially Supports:** Some functionality of the product does not meet the criterion.

**Does Not Support:** The majority of product functionality does not meet the criterion.

**Not Applicable:** The criterion is not relevant to the product.

**Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.