

Accessibility Statement

This statement was created on 16th June 2025.

Hotel Vierbrunnenhof in Antholz is committed to ensuring the accessibility of the website www.vierbrunnenhof.com, in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

Hotel Vierbrunnenhof 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 Captions (live) (Level AA)
- 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.vierbrunnenhof.com belongs to the Hotel Vierbrunnenhof in Antholz and is aimed at end users. It provides information about the hotel, the surrounding area, and the Kumpflalm farm run by the Messner family, as well as the possibility to book and plan a stay at the Vierbrunnenhof.

Below is an overview of the main services offered:

- General Information about the Hotel
Information about the Hotel Vierbrunnenhof, the Kumpflalm, and the owners.
Information on how to reach the hotel by car or train, as well as a road map. It

is also possible to view the hotel catalogue and read reviews from other guests.

- Information about Rooms and Bookings

On the website, you can view the hotel rooms, book them through the "Book Online" button, or send an enquiry for an offer via the "Express Enquiry" button. Additionally, you can view and select an offer. The website includes a widget for making a deposit and another for purchasing gift vouchers.

- Information about the Services Offered

The website provides information about the hotel services such as the restaurant, the wine cellar, included services, the option to practice yoga at the hotel, and the wellness area with saunas, swimming pools, and a fitness room.

- Activities

The website provides information on sports and recreational activities in Antholz and the surrounding area, both in winter and summer. These include skiing at the Kronplatz ski resort, cross-country skiing, biathlon in the Pustertal Valley, snowshoeing and winter hiking, as well as excursions, forest baths, cycling tours, and mountain hiking in summer. The hotel places particular emphasis on active guests who travel alone, offering additional services such as guided tours and a room for sports equipment. The website also has a widget for weather forecasts for the region, along with links to webcams where the weather can be checked.

- Contact and Support

On the website, you will find the hotel's phone number and email address. By clicking the "Express Enquiry" button, you can access a form to send an enquiry for an offer or more information. There is also the option to subscribe to the Hotel Vierbrunnenhof newsletter to stay updated on news and current offers.

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 information areas of the website, click on the links in the main menu.
- Some links are also located in a menu in the footer of the page.
- To book a stay or send an enquiry, click on the "Booking online" and "Express Enquiry" buttons at the bottom right of the screen.
- To view the hotel catalogue, go to the download section via the link in the footer of the page and click on the document preview.
- To subscribe to the newsletter, click on the relevant link in the footer of the page or use the widget on the homepage.

4. Compliance with Accessibility Requirements

Hotel Vierbrunnenhof 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

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.

- There are some videos on the website that do not have subtitles, audio descriptions, or a textual summary of the content. These videos start automatically and do not stop after three seconds.
- The purpose of some input fields may not be clear.
- The minimum contrast is not always adhered to.
- Some elements are not navigable via keyboard.

The hotel catalogue, which can be accessed in the "Download" section of the website, does not comply with the requirements of Chapter 10 "Non-web Documents" because it does not meet the following criteria of the UNI CEI EN 301549 standard and is not accessible to users using screen readers:

- 10.1.1.1 Non-text content
- 10.1.3.3 Sensory characteristics
- 10.1.4.3 Contrast (minimum)
- 10.1.4.12 Text spacing
- 10.2.4.2 Document title
- 10.2.4.7 Visible focus

- 10.3.1.1 Language of the document
- 10.3.1.2 Language switch

5. Service Delivery Process and Accessibility Monitoring

Hotel Vierbrunnenhof 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 Vierbrunnenhof 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@vierbrunnenhof.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.