

ACCESSIBILITY STATEMENT

MOBILE TICKET

ACCESSIBILITY STATEMENT FOR MOBILE TICKET

This accessibility statement applies to the Mobile Ticket application.

This application is run by Qmatic. We want as many people as possible to be able to use this application. For example, that means you should be able to:

- zoom in up to 175% without the text spilling off the screen.
- navigate the application using just a keyboard
- use screen readers in different platforms including NVDA, TalkBack, VoiceOver.

We have also ensured that the application's text is easy to understand.

If you have a disability, [AbilityNet](#) has advice on making your device easier to use.

The inherent level of accessibility in this application

We know that parts of this application may not be entirely accessible:

- This application provides support for WCAG only up to Level AA.
- Not all screen readers are fully compatible with all major browsers. For optimal screen reader performance, we recommend that you select an appropriate screen reader based on the browser you use.
- Keyboard keys used to navigate can differ depending on the native behavior of different browsers. For example, when interacting with lists and selecting items, some browsers accept the space bar, while others may require that you use the enter key.
- Typically, the zoom function supports a maximum of 175%. This depends on the aspect ratio of the device's display

Reporting accessibility problems with this application

We are committed to improving the accessibility of this application continuously. If you find any issues that are not covered in this statement, or believe that we might not be meeting accessibility standards, please send an email with your feedback to: accessibility@qmatic.com

You can expect a response and our planned actions regarding your feedback within 30 days.

Technical information about this website's accessibility

Qmatic is committed to making its applications accessible, in accordance with the European standard for accessibility requirements when procuring IT products and services, EN 301 549 V2.1.2.

We will do this by following the recommendations in the [Web Content Accessibility Guidelines version 2.1.](#)

Compliance status

This application is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard, due to the non-compliances and exceptions listed below.

Content with Accessibility Limitations

See the section 'The inherent level of accessibility in this application' for an overview.

Non-compliance with the accessibility regulations

Based on tests conducted in Mid 2023, the following issues were identified:

- Contrast Ratio: In certain instances, there may still exist areas where the appropriate contrast ratio has not been achieved.
- When you view the interface in landscape view, there is a problem accessing all functionality in some screen sizes.

As a result of the above issues, the following WCAG 2.1 AA success criteria are not met:

- Guideline 2.1 Keyboard Accessible
- Success Criterion
 - 1.4.3 Contrast (Minimum)
 - 1.4.11 Non-text Contrast
 - 1.3.4 Orientation

Our efforts to improve accessibility

To improve accessibility, we will continuously evaluate the accessibility status and try to make the non-accessible content compliant, according to the Qmatic Accessibility policy.

Preparation of this accessibility statement

This statement was prepared on September 1, 2023.

Tests have been conducted by external accessibility experts [Funka](#). These have been followed by minor adjustments based on subsequent internal WCAG evaluations.

Funka's methodology is developed in close collaboration with the disability movement and the application has been tested in a real-world setting. Their methodology is based on the international guidelines for accessibility, Web Content Accessibility Guidelines, WCAG 2.1.