

# ACCESSIBILITY STATEMENT

**QMATIC EXPERIENCE CLOUD  
ONLINE BOOKING**

# ACCESSIBILITY STATEMENT FOR QMATIC EXPERIENCE CLOUD ONLINE BOOKING

This accessibility statement applies to the customer facing appointment booking website. This website is run by Qmatic.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 200% without the text spilling off the screen
- navigate the website using just a keyboard
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- view the website on your preferred device in horizontal and vertical orientation without losing content

We've also made the website text as simple as possible to understand.

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

## How accessible this website is

We know some parts of this website are not fully accessible:

- You cannot search and pick a date by typing
- You cannot skip to the main content when using a screen reader
- When selecting number of customers, if the option to select is enabled, it is unclear what the user is selecting

## Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you think we're not meeting accessibility requirements, contact us by sending an email with your feedback to:

[accessibility@qmatic.com](mailto:accessibility@qmatic.com)

We will get back to you with an answer and planned action in regard to the feedback in 30 days.

Unfortunately, we cannot answer requests about booking issues - for these types of issues please contact the organization providing the appointments or services.

## Technical information about this website's accessibility

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

## Compliance status

This website is fully compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard.

## What we're doing to improve accessibility

To improve accessibility, we will:

- Make it possible to select a date by typing the preferred date

## Preparation of this accessibility statement

This statement was prepared on 27th of August 2021. It was last reviewed on 10th January 2023.

This website was last tested on 6th of June 2021. The test was carried out by an expert review through [Funka](#).