

ACCESSIBILITY STATEMENT

**QMATIC EXPERIENCE CLOUD
ONLINE BOOKING**

ACCESSIBILITY STATEMENT FOR QMATIC EXPERIENCE CLOUD ONLINE BOOKING

This accessibility statement applies to Qmatic Experience Cloud Online Booking website.

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:

- The data about the available timeslots is not provided in a good way for screen reader users.
- The filter buttons for Morning, Midday and Afternoon cannot be activated using the keyboard.
- You cannot search and pick a date by typing.
- It is not always clear where you are in the booking process.

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.

We will get back to you with an answer and planned action regarding 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 partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard.

Non-accessible content

See the "How accessible this application is" section for an overview.

In tests performed August 2024, the following issues have been found:

- Success Criterion 1.1.1: Non-text Content

The progress bar indicating the user's current step in the booking process is not accessible to assistive technologies. Information about available appointment slots lacks a textual alternative for screen readers.

- Success Criterion 1.4.3: Contrast (Minimum)

The contrast for the filter buttons (Morning, Midday, Afternoon) has been successfully adjusted to meet accessibility standards.

- Success Criterion 1.4.11: Non-text Contrast

The background colors for days and dots in the calendar, which display available timeslot information, do not meet the required contrast levels.

- Success Criterion 2.1.1: Keyboard Accessibility

The year selection in the calendar is not accessible via keyboard navigation.

The filters for Morning, Midday, and Afternoon cannot be activated using a keyboard.

- Success Criterion 2.4.2: Page Titles

The "Screening Questions" page requires a unique and descriptive page title to enhance navigation and accessibility.

These issues highlight areas that need improvement to ensure the system complies with accessibility standards and provides an inclusive experience for all users. Please check our accessibility [Roadmap](#) to get more information.

What we're doing to improve accessibility

Our [Accessibility Roadmap](#) shows how and when we plan to improve the accessibility on this website.

We continuously evaluate the accessibility status and making non-accessible content compliant according to our [Qmatic Accessibility Policy](#).

Preparation of this accessibility statement

This statement was prepared on 27th of August 2021. It was last reviewed on 27th of September 2024. The tests were carried out by an external expert review through [Cardan Technobility](#). The audit was carried out in accordance with the [WCAG-EM evaluation method](#).

Since then, modifications have been made with subsequent internal WCAG tests performed. The structure of WCAG-EM was followed. Not fulfilled criteria in this test are listed in section non-accessible content above.