

# ACCESSIBILITY STATEMENT

## QMATIC WEB BOOKING

# ACCESSIBILITY STATEMENT FOR QMATIC WEB 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:

- Step numbers is not available to assistive technology
- Relationships between some text needs to be made clearer
- Some fields should have autocomplete attributes to facilitate data entry
- When the website is viewed at a width of 1280 pixels and the page is magnified to 200 percent, some content or functionality is no longer available.
- On a screen resolution of 320px wide, all elements should still be operable and visible without the need to scroll horizontally.
- Some elements in the expansion panels are not accessible by keyboard.
- The focus indicator should stay on the language button if the user is still on the same page, but has selected a different language.

## Performance and Booking issues

For performance or booking issues, please contact the organization providing the appointments or services.

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

## Non-accessible content

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

### **Non-compliance with the accessibility regulations**

In tests performed May 2024, following issues has been found:

- Keyboard Navigation: follows a logical order; there are shortcuts for keyboard navigation; link groups and information areas are grouped
- Screen reader issues: some texts, buttons, and headings, are not read by screen readers
- Forms: Error messages are tied to their respective form field
- Script & wai-aria: Use aria-expanded for areas that can be expanded and collapsed

Due to above issues, following WCAG 2.1 AA success criteria fails:

- 1.3.1 Success Criterion: Info and Relationships
- 1.3.5 Success Criterion: Identify input purpose
- 1.4.4 Success Criterion: Resize text
- 1.4.10 Success Criterion: Reflow
- 1.4.12 Success Criterion: Text spacing
- 2.1.1 Success Criterion: Keyboard

- 2.4.3 Success Criterion: Focus Order
- 2.4.4 Success Criterion: Link Purpose (In Context)
- 2.4.6 Success Criterion: Headings and Labels
- 3.2.2 Success Criterion: On Input
- 4.1.2 Success Criterion: Name, role, value

We have attempted to fix many of these issues in versions 3.8.0 and 3.9.0.

## What we're doing 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.

To improve accessibility, we will:

- Review latest release 3.9.0 to identify existing and new accessibility failures
- Plan to resolve them in the next release version, 4.0.0

## Preparation of this accessibility statement

This statement was prepared on 8th of December 2021. It was last reviewed on 17th October 2024.

This website has been expert tested on 24th of May 2024. The test was carried out by an expert review through [Cardan](#). The results of these tests have been reported on 26<sup>th</sup> August 2024.