



## WCAG 2.2 audit level AA

[sandbox.qmatic.io/booking/singlebooking/serviceselection](https://sandbox.qmatic.io/booking/singlebooking/serviceselection)

**Client:** Qmatic Holland B.V.

**Website:** [sandbox.qmatic.io/booking/singlebooking/serviceselection](https://sandbox.qmatic.io/booking/singlebooking/serviceselection)

**Report version:** 1.1

Tilburg, 20 August 2024

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# Introduction

On behalf of Qmatic Holland B.V. the extent to which the website [sandbox.qmatic.io/booking/singlebooking/serviceselection](https://sandbox.qmatic.io/booking/singlebooking/serviceselection) conforms to the Web Content Accessibility Guidelines (WCAG) 2.2 has been evaluated. This audit is based on the European standard for accessibility requirements, EN 301 549.

WCAG defines how to make web content more accessible to people with and without disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities. The guidelines aim to make web content more usable by older individuals with changing abilities due to aging and to improve usability for users in general.

At the top of the WCAG 2.2 are four principles that provide the foundation for web accessibility: Perceivable, Operable, Understandable and Robust. The accompanying guidelines provide the basic goals that authors should work toward in order to make content more accessible to users with different disabilities. For each guideline, testable success criteria are provided to allow WCAG 2.2 to be used where requirements and conformance testing are necessary. In order to meet the needs of different groups and different situations, three levels of conformance are defined for the success criteria: A (lowest), AA, and AAA (highest). For each of the guidelines and success criteria in the WCAG 2.2 document itself, the working group has also documented a wide variety of techniques. The techniques are informative and fall into two categories: those that are sufficient for meeting the success criteria and those that are advisory.

Evaluating the extent to which a website conforms to the WCAG 2.2 is a process involving several steps. The activities carried out within these steps are influenced by many aspects such as: the type of website (e.g. static, dynamic, responsive, mobile, etc.); its size, complexity, and the technologies used to create the website (e.g. HTML, WAI-ARIA, PDF, etc.); how much knowledge the evaluators have about the process used to design and develop the website; and the main purpose for the evaluation (e.g. to issue an accessibility statement, to plan a redesign process, to perform research, etc.).

This report only provides examples of problems found; however, this is not a complete overview. The audit is indicative of the different types of problems found. It is therefore possible that one type of problem occurs in more than one place, but only a few examples have been mentioned.

Because the audit consists of a sample, a problem may not be identified. Naturally, we try to sample in such a way that this is minimized, but it can never be ruled out. It can then be noticed during a subsequent audit.

When improvements are made, keep in mind that they may create new accessibility issues.

## Questions?

This report presents all the evaluation findings of the audit of the selected sample of web pages. If you have any questions about the report or the findings, please contact us by e-mail: [technobility@cardan.com](mailto:technobility@cardan.com).

# Evaluation specifics

## Evaluation data

Client:	Qmatic Holland B.V.
Evaluated website:	sandbox.qmatic.io/booking/singlebooking/ serviceselection
Evaluation type:	WCAG 2.2 inspection level AA
Report version:	1.1
Report date:	20 August 2024
Inspection organization:	Cardan Technobility
Evaluator:	Nicole de Zeeuw
Senior Consultant:	Sacha Bogaers

## Evaluation scope

- All screens and pages on [sandbox.qmatic.io/booking/singlebooking/serviceselection](https://sandbox.qmatic.io/booking/singlebooking/serviceselection)
- No third party content (legal exception for the government)
- No archived content (legal exception for the government)

The reason for including or excluding a part is shown above between the parentheses. This conforms to the rules for identifying the scope according to the evaluation methodology WCAG-EM.

## Evaluation sample

6 pages (See appendix 1 for the complete sample)

## Evaluation methodology

This audit was carried out in accordance with the [WCAG-EM evaluation method](#). This method is recommended by [DigiToegankelijk \(Logius\)](#), the Dutch supervisory authority.

## Applied norm

WCAG 2.2 ([www.w3.org/TR/WCAG2.2](http://www.w3.org/TR/WCAG2.2)).

## Used techniques

During the evaluation it is assumed that all W3C techniques are supported and can be used. See: <https://www.w3.org/WAI/WCAG22/Techniques/>

## Accessibility support baseline

Common web browsers and assistive technologies.

## User Agents

During the evaluation the following user agents were used:

- Google Chrome, version 127 (primary)

- Mozilla Firefox, version 129
- Microsoft Edge, version 127
- NVDA with Mozilla Firefox

## Web technologies relied upon

- HTML
- CSS
- WAI-ARIA
- JavaScript
- DOM

## Inspection body

This inspection was carried out by Cardan Technobility.

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## Summary

The audit into the accessibility of website [sandbox.qmatic.io/booking/singlebooking/serviceselection](https://sandbox.qmatic.io/booking/singlebooking/serviceselection) was completed on 20 August 2024. The standard used is WCAG 2.2 level AA.

Not all success criteria are currently met. Improvements can be made using the findings and advice from our report.

### **Result WCAG 2.1: Does not comply**

Currently, 33 of the 50 success criteria comply to WCAG 2.1, levels A and AA.

### **Result WCAG 2.2: Does not comply**

Currently, 38 of the 55 success criteria comply to WCAG 2.2, level A and AA.

### **Feedback from auditor**

After the re-inspection it appeared that no changes had yet been made.

There are, however, various accessibility issues. Several images that give information or have functionality attached to them are missing a text alternative. Furthermore, not all elements are keyboard accessible. There are also various contract issues.

## Evaluation results

An overview of all WCAG 2.2 success criteria of level A and AA, divided over the 4 principles Perceivable, Operable, Understandable and Robust, can be found below. A short description, the level and the result is given for each success criterion. An overview of all the evaluation findings for each success criterion that fails can be found in the next chapter.

### Perceivable

Criterion	Description	Level	Result
1.1.1	Non-text Content	A	Failed
1.2.1	Audio-only and Video-only (Prerecorded)	A	Passed
1.2.2	Captions (Prerecorded)	A	Passed
1.2.3	Audio Description or Media Alternative (Prerecorded)	A	Passed
1.2.4	Captions (Live)	AA	Passed
1.2.5	Audio Description (Prerecorded)	AA	Passed
1.3.1	Info and Relationships	A	Failed
1.3.2	Meaningful Sequence	A	Passed
1.3.3	Sensory Characteristics	A	Passed
1.3.4	Orientation	AA	Passed
1.3.5	Identify input purpose	AA	Failed
1.4.1	Use of Color	A	Failed
1.4.2	Audio Control	A	Passed
1.4.3	Contrast (minimum)	AA	Failed
1.4.4	Resize text	AA	Failed
1.4.5	Images of Text	AA	Passed
1.4.10	Reflow	AA	Failed
1.4.11	Non-text contrast	AA	Failed
1.4.12	Text spacing	AA	Failed
1.4.13	Content on hover or focus	AA	Passed

## Operable

Criterion	Description	Level	Result
2.1.1	Keyboard	A	Failed
2.1.2	No Keyboard Trap	A	Passed
2.1.4	Character key shortcuts	A	Passed
2.2.1	Timing Adjustable	A	Passed
2.2.2	Pause, Stop, Hide	A	Passed
2.3.1	Three Flashes or Below Threshold	A	Passed
2.4.1	Bypass Blocks	A	Passed
2.4.2	Page Titled	A	Failed
2.4.3	Focus Order	A	Failed
2.4.4	Link Purpose (In Context)	A	Failed
2.4.5	Multiple Ways	AA	Passed
2.4.6	Headings and Labels	AA	Failed
2.4.7	Focus Visible	AA	Failed
2.4.11	Focus Not Obscured (Minimum)	AA	Passed
2.5.1	Pointer gestures	A	Passed
2.5.2	Pointer cancellation	A	Passed
2.5.3	Label in name	A	Passed
2.5.4	Motion actuation	A	Passed
2.5.7	Dragging Movements	AA	Passed
2.5.8	Target Size (Minimum)	AA	Passed



## Understandable

Criterion	Description	Level	Result
3.1.1	Language of Page	A	Passed
3.1.2	Language of Parts	AA	Passed
3.2.1	On Focus	A	Passed
3.2.2	On Input	A	Failed
3.2.3	Consistent Navigation	AA	Passed
3.2.4	Consistent Identification	AA	Passed
3.2.6	Consistent Help	A	Passed
3.3.1	Error Identification	A	Passed
3.3.2	Labels or Instructions	A	Passed
3.3.3	Error Suggestion	AA	Passed
3.3.4	Error Prevention (Legal, Financial, Data)	AA	Passed
3.3.7	Redundant Entry	A	Passed
3.3.8	Accessible Authentication (Minimum)	AA	Passed

## Robust

Criterion	Description	Level	Result
4.1.1	Parsing	A	Passed
4.1.2	Name, role, value	A	Failed
4.1.3	Status messages	AA	Passed

## Evaluation scores

Because WCAG 2.2 is not yet part of the legal standard (EN 301 549), we have split the evaluation scores into two overviews. The results are shown per principle and per level. In WCAG 2.2, success criterion 4.1.1 has been deleted. As a result, there are a total of 5 more success criteria in WCAG 2.2 than in WCAG 2.1.

### WCAG 2.1 level A + AA

	Level A	Level AA	Total
Perceivable	6 / 9	5 / 11	11 / 20
Operable	10 / 14	1 / 3	11 / 17
Understandable	4 / 5	5 / 5	9 / 10
Robust	1 / 2	1 / 1	2 / 3
<b>Total</b>	<b>21 / 30</b>	<b>12 / 20</b>	<b>33 / 50</b>

### WCAG 2.2 level A + AA

	Level A	Level AA	Total
Perceivable	6 / 9	5 / 11	11 / 20
Operable	10 / 14	4 / 6	14 / 20
Understandable	6 / 7	6 / 6	12 / 13
Robust	0 / 1	1 / 1	1 / 2
<b>Total</b>	<b>22 / 31</b>	<b>16 / 24</b>	<b>38 / 55</b>

# Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

## Guideline 1.1: Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

### level A

#### Success criterion 1.1.1: Non-text Content

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.

### Result



Fail: the evaluated sample of web pages fails this success criterion.

### Evaluation Findings

People with a visual impairment have to rely on assistive technologies to access digital information. This is why it's crucial that all information given in a non-textual way, such as images, receives an accessible alternative that is interpretable by assistive technologies.

All inspected pages of <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> have a logo of Schiphol Group in the top left corner. This logo has the alternative text "Back to start". Indicating the link purpose in the alternative text is definitely a good thing, and a requirement for images that are the sole content of a link, but this text is lacking the visual information "Schiphol Group" from the logo. This needs to be added to the alternative text of the image, preferably before "back to start". This way, the information the logo is carrying is also passed on to users of assistive technology.

By selecting a service on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> and clicking the "Book" button, we are redirected to step 2 on <https://sandbox.qmatic.io/booking/singlebooking/slotselection>. The progress indication of the booking process that is shown above the content, directly beneath the logo, changes to reflect this. The first step previously had the number 1, but the number has now been substituted for a checkmark to indicate this step has been completed. When we select a timeslot in the form we are immediately redirected to step 3 on <https://sandbox.qmatic.io/booking/singlebooking/personalinfo> and the number of the second step in the progressbar is substituted with a checkmark the same as the first step, and this process repeats with the third step when we fill in this form to land on the confirmation page on <https://sandbox.qmatic.io/booking/singlebooking/confirmation>. At this stage all the steps in the progressbar has a checkmark rather than a number. Throughout this process, the user can visually recognise at which step they are and which steps they completed, but all this information in the progressbar is made unavailable for assistive technologies. This is important information that must be made accessible.

On the service selection page (the first step on <https://sandbox.qmatic.io/booking/singlebooking/>

[serviceselection](#)) every option contains a clock icon. This icon visually tells us that the text next to it is a time indication, but this information is not available in the code where assistive technology could read it. A good solution to this problem would be the removal of the aria-hidden attribute on the icon and the addition of an aria-label which reflects the visual information, like "time indication".

The first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> offers various services of which multiple can be booked at once, such as "Building drawings" in the content of "Architecture & Design" or "Service Two" in the content of "Identity Management Services". The selected amount can be increased or decreased with buttons visually showing a plus or a minus, but this information is not made available in the code where assistive technology can read it. We advise adding an aria-label with the button's purpose to the button element itself.

These same buttons can be found in the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> when we click a button with the text "+ add service" to open a modal with a similar service selection view as in the first step. The button with the cross in the top right of this modal also has this problem, as well as the trash icon in the appointment summary on this page after selecting multiple services.

The left side of the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> shows a calendar view of a month. Every day with available appointment slots is marked with a green dot. The information this green dot gives us needs to be made available in a (textual) alternative as well.

Next to the calendar view on the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> are three buttons to filter on appointment options in the morning, midday or afternoon. Once activating a filter, the filter button changes colour and gains a checkmark icon. Both this colour change and the checkmark are purely visual. It needs to be recognisable for assistive technologies which filter is active, if not through role or state attributes, then by an alternative text for the checkmark.

## Guideline 1.2: Time-based Media

Provide alternatives for time-based media.

### level A

#### Success criterion 1.2.1: Audio-only and Video-only (Prerecorded)

For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:

- **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.
- **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

### Result

✓ Pass: none of the techniques of this success criterion are applicable.

### level A

#### Success criterion 1.2.2: Captions (Prerecorded)

Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

### Result

✓ Pass: none of the techniques of this success criterion are applicable.

### level A

#### Success criterion 1.2.3: Audio Description or Media Alternative (Prerecorded)

An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

### Result

✓ Pass: none of the techniques of this success criterion are applicable.

### level AA

#### Success criterion 1.2.4: Captions (Live)

Captions are provided for all live audio content in synchronized media.

**Result**

 Pass: none of the techniques of this success criterion are applicable.

**level AA****Success criterion 1.2.5: Audio Description (Prerecorded)**

Audio description is provided for all prerecorded video content in synchronized media.

**Result**

 Pass: none of the techniques of this success criterion are applicable.

## Guideline 1.3: Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

### level A

#### Success criterion 1.3.1: Info and Relationships

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

### Result



Fail: the evaluated sample of web pages fails this success criterion.

### Evaluation Findings

When a visitor of the website has JavaScript disabled in their browser, they are met with a message saying "We're sorry but appointment doesn't work properly without JavaScript enabled. Please enable it to continue.". This text is made bold with a `<strong>` element. The `<strong>` element is intended to emphasise text, not to create a visual effect. This is good for calls to attention like the word "Attention" or "Alert", but not for a whole sentence or more. This text needs to be placed without the emphasising `<strong>` element.

When the user selects a service with a location in a different time zone, such as "Dukungan Teknis" for someone in the Netherlands, the second step (<https://sandbox.qmatic.io/booking/singlebooking/slotselection>) shows the additional information "Time zone" next to the calendar view. The text "Time zone" itself is a label or a heading for the text below it, but to assistive technologies there is no relationship distinguishable between the two. This can be solved by placing the text "Time zone" with a heading element.

Next to the calendar view on the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> is an overview of bookable time slots, divided in the parts "morning", "midday" and "afternoon". These terms serve as headings for the options below them, and need to be placed as such with heading elements, like `<h3>` in this situation.

This problem repeats itself in the confirmation page on <https://sandbox.qmatic.io/booking/singlebooking/confirmation>, where headings such as "Appointment time" and "Location" are not placed as headings. The proper usage of heading elements are important to let people navigate through the content with assistive technology. A person who can't visually see the page is not able to quickly spot the location information on the basis of the visual styling. If the heading "Location" is placed with an `<h3>` element, they will also be able to jump to that information quickly.

At the top of each page in the booking process, such as on <https://sandbox.qmatic.io/booking/singlebooking/slotselection>, is a blue bar which shows the current progress in the booking process. This information is only visually available, and needs to be made available for assistive technologies as well. Furthermore, assistive technologies need to be able to recognise the current step, which is currently only differentiated by a styling difference. A good way to add this

information is by adding the `aria-current="page"` attribute to the active step.

**level A****Success criterion 1.3.2: Meaningful Sequence**

When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

**Result**

✓ Pass: The evaluated sample of web pages passes this success criterion.

**level A****Success criterion 1.3.3: Sensory Characteristics**

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

**Result**

✓ Pass: The evaluated sample of web pages passes this success criterion.

**level AA****Success criterion 1.3.4: Orientation**

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.

**Result**

✓ Pass: The evaluated sample of web pages passes this success criterion.

**level AA****Success criterion 1.3.5: Identify input purpose**

The purpose of each input field collecting information about the user can be programmatically determined when:

- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

**Result**

✗ Fail: the evaluated sample of web pages fails this success criterion.



### Evaluation Findings

The third step on <https://sandbox.qmatic.io/booking/singlebooking/personalinfo> contains various inputs for personal information. Most of these inputs have autocomplete attributes with a correct value, with the exception of country code, which has the value "nope". This is not a valid value for the autocomplete attribute. The correct value for the autocomplete of a country code is "tel-country-code".

## Guideline 1.4: Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

### level A

#### Success criterion 1.4.1: Use of Color

Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

### Result



Fail: the evaluated sample of web pages fails this success criterion.

### Evaluation Findings

At the top of each page in the booking process, such as on <https://sandbox.qmatic.io/booking/singlebooking/slotselection>, is a blue bar which shows the current progress in the booking process. The current step is only distinguishable from the upcoming steps with a slight difference in text colour, from a light blue to white. This difference needs to be visually apparent in an additional way, for example with an underline of the text. This ensures that visitors with a visual impairment such as a colour blindness are also able to perceive the difference.

### level A

#### Success criterion 1.4.2: Audio Control

If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.

### Result



Pass: none of the techniques of this success criterion are applicable.

**level AA****Success criterion 1.4.3: Contrast (minimum)**

The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:

- **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- **Logotypes:** Text that is part of a logo or brand name has no minimum contrast requirement.

**Result**

Fail: the evaluated sample of web pages fails this success criterion.

**Evaluation Findings**

At the right side of each page in the booking process, such as on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> we are shown a summary of the appointment information we have filled in so far. During the first step, and before inputting anything in during the second step, this includes grey texts such as "Time and date not selected". This grey text has a colour contrast of 3.9:1 with the light grey background. This text needs a contrast ratio of at least 4.5:1.

Next to the calendar view on the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> are three buttons to filter on appointment options in the morning, midday or afternoon. The teal text in these buttons have a contrast of 4.0:1 with the off-white background, but a minimum of 4.5:1 is required. When the buttons are clicked, the background changes to a teal colour and the text to white. This combination has a contrast of 3.5:1 but still needs to be at least 4.5:1. When changing these, take into account that the contrast needs to meet this requirement in the hover state of the button as well, both when selected and not selected.

When an input field in the third step (<https://sandbox.qmatic.io/booking/singlebooking/personalinfo>) is left empty or filled incorrectly, the input text turns red and an error message in the same red appears directly beneath the input field. This red text has a contrast of 3,2:1 with the white background, where a minimum of 4,5:1 is required.

**level AA****Success criterion 1.4.4: Resize text**

Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.

**Result**

Fail: the evaluated sample of web pages fails this success criterion.

## Evaluation Findings

The first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> offers various services with a short description. When the page is zoomed in to 200% at a screen resolution of 1280x1024, the longer descriptions of services like "Architecture & Interior design" and "Buidling Permit" in the content of "Architecture & Design" are cut off at the end of the line, with the missing parts replaced by triple dots. People most commonly zoom in on a page in order to better be able to read the text, which is made impossible if the text then disappears. All the content that is visible without zooming in needs to remain visible up to a zoom level of 200%.

On the right side of each page in the booking process, such as on <https://sandbox.qmatic.io/booking/singlebooking/slotselection>, we are shown a summary of the appointment information we have filled in so far. When the page is zoomed in to 200% at a screen resolution of 1280x1024, this information is shown at the bottom of the page. When a service has been selected in the first step, such as "Building drawings", the name of the location (here "MEY-Branch") overlaps with the address of said location, making the text difficult or impossible to read.

### level AA

#### Success criterion 1.4.5: Images of Text

If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:

- **Customizable:** The image of text can be visually customized to the user's requirements;
- **Essential:** A particular presentation of text is essential to the information being conveyed.

### Result



Pass: The evaluated sample of web pages passes this success criterion.

### level AA

#### Success criterion 1.4.10: Reflow

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 CSS pixels;
- Horizontal scrolling content at a height equivalent to 256 CSS pixels; Except for parts of the content which require two-dimensional layout for usage or meaning.

### Result



Fail: the evaluated sample of web pages fails this success criterion.

## Evaluation Findings

The first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> offers various services with a short description. When the page is viewed at a screen resolution of 320px wide, the longer descriptions of services like "Architecture & Interior design" and "Buidling Permit" in the content of "Architecture & Design" are cut off at the end of the line, with the missing parts

replaced by triple dots. A user needs to be able to see the same content on each screen size.

At the top of each page in the booking process, such as on <https://sandbox.qmatic.io/booking/singlebooking/slotselection>, is a blue bar which shows the current progress in the booking process. On larger screens each step is described with a short label such as "Select service" and "Select time slot". At a screen resolution of 320px the steps are only represented with a number, without clarification on what each step entails. This is important information regardless of screen size and needs to be available equally in both.

The third step on <https://sandbox.qmatic.io/booking/singlebooking/personalinfo> contains various inputs for personal information, including a phone number. At a screen resolution of 320px and when the language is set to French the label "Numéro de téléphone" partially disappears off the side of the screen. The label needs to be completely visible.

This applies to multiple texts on this page in French, as well as in the second step (<https://sandbox.qmatic.io/booking/singlebooking/slotselection>) where the text of the tab "Prochains créneaux" is no longer fully legible.

On the page <https://sandbox.qmatic.io/booking/accessibility>, with the language set to Dutch, various headings fall partially off the screen when viewed at a screen resolution of 320px. This is the case for "Toegankelijkheidsverklaring" in the first heading, but also in later headings with words like "Toegankelijkheidsproblemen". This problem can be solved by using CSS.

#### level AA

#### Success criterion 1.4.11: Non-text contrast

The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):

- **User Interface Components:** Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- **Graphical Objects:** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

#### Result



Fail: the evaluated sample of web pages fails this success criterion.

#### Evaluation Findings

The left side of the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> shows a calendar view of a month. Every day with available appointment slots is marked with a green dot. The selected day has a blue background and the other days have a white background. The green dot has a contrast of 2.9:1 with the blue background, and 2.8:1 with the white background. These both need to have a contrast of at least 3:1.

**level AA****Success criterion 1.4.12: Text spacing**

In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

**Result**

Fail: the evaluated sample of web pages fails this success criterion.

**Evaluation Findings**

The first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> offers various services with a short description. When an in-browser tool is used to adjust the text spacing to reflect the minimum requirements of this success criterion, the longer descriptions of services like "Architecture & Interior design" and "Building Permit" in the content of "Architecture & Design" are cut off at the end of the line, with the missing parts replaced by triple dots. People most commonly use such tools in order to better be able to read the text, which is made impossible if the text then simply disappears. All the content needs to remain legible with these changes.

This problem also occurs in the additional step <https://sandbox.qmatic.io/booking/singlebooking/screeningquestions> after selecting the service "Building drawings" in the appointment summary.

**level AA****Success criterion 1.4.13: Content on hover or focus**

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- **Dismissable:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;
- **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

# Principle 2: Operable

User interface components and navigation must be operable.

## Guideline 2.1: Keyboard Accessible

Make all functionality available from a keyboard.

### level A

#### Success criterion 2.1.1: Keyboard

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

**Note 1:** This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

**Note 2:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

### Result



Fail: the evaluated sample of web pages fails this success criterion.

### Evaluation Findings

The second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> starts with an input field to select a location. In the right side of this field is a button with a cross available to clear the contents of the field. This button is not available for keyboard users.

The left side of the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> shows a calendar view of a month. When clicking on the current month at the top of the calendar view, the days are swapped out for the months, and in the location of the clicked button appears the year. When the year is clicked, a view appears in which one can select a year, with currently only 2024 as an available option. In this year selection screen, the button to select 2024 can't be pressed using a keyboard.

Next to the calendar view on the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> are three buttons to filter on appointment options in the morning, midday or afternoon. These buttons can't be activated with a keyboard.

### level A

#### Success criterion 2.1.2: No Keyboard Trap

If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

**Result**

✓ Pass: The evaluated sample of web pages passes this success criterion.

**level A****Success criterion 2.1.4: Character key shortcuts**

If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

- **Turn off:** A mechanism is available to turn the shortcut off;
- **Remap:** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);
- **Active only on focus:** The keyboard shortcut for a user interface component is only active when that component has focus.

**Result**

✓ Pass: none of the techniques of this success criterion are applicable.



## Guideline 2.2: Enough Time

Provide users enough time to read and use content.

### level A

#### Success criterion 2.2.1: Timing Adjustable

For each time limit that is set by the content, at least one of the following is true: turn off, adjust, extend, real-time exception, essential exception, or 20 hour exception.

#### Result



Pass: none of the techniques of this success criterion are applicable.

### level A

#### Success criterion 2.2.2: Pause, Stop, Hide

For moving, blinking, scrolling, or auto-updating information, all of the following are true:

- **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

#### Result



Pass: none of the techniques of this success criterion are applicable.

## Guideline 2.3: Seizures

Do not design content in a way that is known to cause seizures.

### level A

#### Success criterion 2.3.1: Three Flashes or Below Threshold

Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.

### Result



Pass: The evaluated sample of web pages passes this success criterion.

## Guideline 2.4: Navigable

Provide ways to help users navigate, find content, and determine where they are.

### level A

#### Success criterion 2.4.1: Bypass Blocks

A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.

#### Result



Pass: none of the techniques of this success criterion are applicable.

### level A

#### Success criterion 2.4.2: Page Titled

Web pages have titles that describe topic or purpose.

#### Result



Fail: the evaluated sample of web pages fails this success criterion.

#### Evaluation Findings

When selecting "Building drawings" in the first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> we are directed to the page <https://sandbox.qmatic.io/booking/singlebooking/screeningquestions> with an additional step. This page has the same page title as the first step, despite being a different page. It's important that visitors can recognise which page they have in front of them from the page title. The additional step therefore needs a different page title that describes this page.

### level A

#### Success criterion 2.4.3: Focus Order

If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

#### Result



Fail: the evaluated sample of web pages fails this success criterion.

#### Evaluation Findings

The left side of the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> shows a calendar view of a month. When using the keyboard to select a date, the focus immediately jumps to the time slots on the right side of the calendar

view, skipping the buttons to filter for specific parts of the day. These filter buttons should not be skipped.

The following is not a failure, but can be improved:

It's possible to open a modal on various pages, for example by clicking on the "read more" text of a service like "Architecture & Interior design" on the page with the first step (<https://sandbox.qmatic.io/booking/singlebooking/serviceselection>). This modal has several buttons, like buttons to close the modal, but the modal itself has no interactive function. The modal is focusable, however, because it received a tabindex attribute. Since this is not an interactive element, it is better to remove the tabindex from the modal.

#### level A

### Success criterion 2.4.4: Link Purpose (In Context)

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.

#### Result



Fail: the evaluated sample of web pages fails this success criterion.

#### Evaluation Findings

At the left side of each page after step 1 in the booking process, such as on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> we are provided with a button that reads "back". On the pages within the process this button brings the user back to the previous step or page, but this not include all "previous pages". For example, when picking the service "Buidling Permit" in the first step, one first has to answer two questions on <https://sandbox.qmatic.io/booking/singlebooking/screeningquestions>. When the first question is answered and the "next" button is clicked, the first question is no longer available. One might expect the "back" button to return to the first question now, but instead we are returned all the way to step 1, before selecting a service. This kind of ambiguity needs to be avoided, for example by giving the link a clearer text such as "previous step".

A similar problem is presented by the "next" button beneath the appointment summary on the right side of each step, which becomes available after navigating backwards through the steps with the "back" button. This button needs a clearer link text as well.

#### level AA

### Success criterion 2.4.5: Multiple Ways

More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.

#### Result



Pass: none of the techniques of this success criterion are applicable.

**level AA****Success criterion 2.4.6: Headings and Labels**

Headings and labels describe topic or purpose.

**Result**

Fail: the evaluated sample of web pages fails this success criterion.

**Evaluation Findings**

The second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> starts with an input field to select a location. In the right side of this field is a button with a cross available to clear the contents of the field. This button has the (aria-)label "clear icon". While it may be argued that this label describes the icon in the button, supplying this information is not relevant to the function of the button. A better label would be "clear selected location".

The same applies to the second input where one has to select who they want to visit.

Next to the calendar view on the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> are three buttons to filter on appointment options in the morning, midday or afternoon. There is no indication in the label of the button nor otherwise near the buttons that these are meant for filtering. This information should be added, for example as a hidden text in the button, to create a full label like "Morning: apply filter to time options". Make sure to let the label contain with the visual text in compliance with success criterion 2.5.3.

It's possible to open a modal on various pages, for example by clicking on the "read more" text of a service like "Architecture & Interior design" on the page with the first step (<https://sandbox.qmatic.io/booking/singlebooking/serviceselection>). These buttons visually show the text "read more", but for screen readers the additional text "open modal" has been added to make the purpose of the button more clear. This is a very good first step, but the label is still lacking the actual topic of what the user can "read more" about in the modal. This needs to be added, for example like "read more about Architecture & Interior design, opens modal".

**level AA****Success criterion 2.4.7: Focus Visible**

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

**Result**

Fail: the evaluated sample of web pages fails this success criterion.

**Evaluation Findings**

Next to the calendarview on the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> are three buttons to filter on appointment options in the morning, midday or afternoon. The buttons can receive the keyboard focus, but have no visible focus indicator. It's necessary to let keyboard focus always be visible.

It's possible to open a modal on various pages, for example by clicking on the "read more" text of a service like "Architecture & Interior design" on the page with the first step (<https://sandbox.qmatic.io/booking/singlebooking/serviceselection>). This modal has several buttons, but is also focusable itself because it received a tabindex. The modal does not, however, have a visible focus indicator. This is necessary for every element that gets focus. This can be solved by making sure the modal does not receive focus, as it is not an interactive element.

**level AA****Success criterion 2.4.11: Focus Not Obscured (Minimum)**

When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

**WCAG 2.2**

Success criterion 2.4.11 is part of WCAG 2.2. This success criterion is not yet a legal standard for government websites and apps. We recommend that you already meet the requirements of this success criterion.

## Guideline 2.5: Input modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

### level A

#### Success criterion 2.5.1: Pointer gestures

All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.

### Result



Pass: none of the techniques of this success criterion are applicable.

### level A

#### Success criterion 2.5.2: Pointer cancellation

For functionality that can be operated using a single pointer, at least one of the following is true:

- **No Down-Event:** The down-event of the pointer is not used to execute any part of the function;
- **Abort or Undo:** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;
- **Up Reversal:** The up-event reverses any outcome of the preceding down-event;
- **Essential:** Completing the function on the down-event is essential.

### Result



Pass: The evaluated sample of web pages passes this success criterion.

### level A

#### Success criterion 2.5.3: Label in name

For user interface components with labels that include text or images of text, the name contains the text that is presented visually.

### Result



Pass: The evaluated sample of web pages passes this success criterion.

**level A****Success criterion 2.5.4: Motion actuation**

Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:

- **Supported Interface:** The motion is used to operate functionality through an accessibility supported interface;
- **Essential:** The motion is essential for the function and doing so would invalidate the activity.

**Result**

Pass: none of the techniques of this success criterion are applicable.

**level AA****Success criterion 2.5.7: Dragging Movements**

All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.

**Result**

Pass: none of the techniques of this success criterion are applicable.

**WCAG 2.2**

Success criterion 2.5.7 is part of WCAG 2.2. This success criterion is not yet a legal standard for government websites and apps. We recommend that you already meet the requirements of this success criterion.

**level AA****Success criterion 2.5.8: Target Size (Minimum)**

The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where:

- **Spacing:** Undersized targets (those less than 24 by 24 CSS pixels) are positioned so that if a 24 CSS pixel diameter circle is centered on the bounding box of each, the circles do not intersect another target or the circle for another undersized target;
- **Equivalent:** The function can be achieved through a different control on the same page that meets this criterion;
- **Inline:** The target is in a sentence or its size is otherwise constrained by the line-height of non-target text;
- **User agent control:** The size of the target is determined by the user agent and is not modified by the author;
- **Essential:** A particular presentation of the target is essential or is legally required for the information being conveyed.



**Result**

Pass: The evaluated sample of web pages passes this success criterion.

**WCAG 2.2**

Success criterion 2.5.8 is part of WCAG 2.2. This success criterion is not yet a legal standard for government websites and apps. We recommend that you already meet the requirements of this success criterion.

## Principle 3: Understandable

Informatie en de bediening van de gebruikersinterface moeten begrijpelijk zijn.

### Guideline 3.1: Readable

Make text content readable and understandable.

#### level A

##### Success criterion 3.1.1: Language of Page

The default human language of each Web page can be programmatically determined.

#### Result



Pass: The evaluated sample of web pages passes this success criterion.

#### level AA

##### Success criterion 3.1.2: Language of Parts

The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

#### Result



Pass: The evaluated sample of web pages passes this success criterion.

## Guideline 3.2: Predictable

Make Web pages appear and operate in predictable ways.

### level A

#### Success criterion 3.2.1: On Focus

When any component receives focus, it does not initiate a change of context.

#### Result

✓ Pass: The evaluated sample of web pages passes this success criterion.

### level A

#### Success criterion 3.2.2: On Input

Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

#### Result

✗ Fail: the evaluated sample of web pages fails this success criterion.

#### Evaluation Findings

The left side of the page with the second step on <https://sandbox.qmatic.io/booking/singlebooking/slotselection> shows a calendar view of a month. When using the keyboard to select a date, the focus immediately jumps to the time slots on the right side of the calendar view, skipping the buttons to filter for specific parts of the day. This jump of the focus to a different element is a change in context and therefore fails this criterion. The intent is admirable, however, because it saves a user from navigating through all the remaining days of the month, so we'd advise to not remove the focus jump but instead add a warning for this behavior, for example as a small instruction before the calendar view that is connected to each button with an aria-describedby attribute.

### level AA

#### Success criterion 3.2.3: Consistent Navigation

Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

#### Result

✓ Pass: The evaluated sample of web pages passes this success criterion.

**level AA****Success criterion 3.2.4: Consistent Identification**

Components that have the same functionality within a set of Web pages are identified consistently.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

**level A****Success criterion 3.2.6: Consistent Help**

If a Web page contains any of the following help mechanisms, and those mechanisms are repeated on multiple Web pages within a set of Web pages, they occur in the same order relative to other page content, unless a change is initiated by the user: Hide full description

- Human contact details;
- Human contact mechanism;
- Self-help option;
- A fully automated contact mechanism.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

**WCAG 2.2**

Success criterion 3.2.6 is part of WCAG 2.2. This success criterion is not yet a legal standard for government websites and apps. We recommend that you already meet the requirements of this success criterion.

## Guideline 3.3: Input Assistance

Help users avoid and correct mistakes.

### level A

#### Success criterion 3.3.1: Error Identification

If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.

#### Result

 Pass: The evaluated sample of web pages passes this success criterion.

### level A

#### Success criterion 3.3.2: Labels or Instructions

Labels or instructions are provided when content requires user input.

#### Result

 Pass: The evaluated sample of web pages passes this success criterion.

### level AA

#### Success criterion 3.3.3: Error Suggestion

If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

#### Result

 Pass: The evaluated sample of web pages passes this success criterion.

**level AA****Success criterion 3.3.4: Error Prevention (Legal, Financial, Data)**

For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:

1. **Reversible:** Submissions are reversible.
2. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
3. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

**Result**

Pass: none of the techniques of this success criterion are applicable.

**level A****Success criterion 3.3.7: Redundant Entry**

Information previously entered by or provided to the user that is required to be entered again in the same process is either: Hide full description

- auto-populated, or
- available for the user to select.

Except when:

- re-entering the information is essential,
- the information is required to ensure the security of the content, or
- previously entered information is no longer valid.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

**WCAG 2.2**

Success criterion 3.3.7 is part of WCAG 2.2. This success criterion is not yet a legal standard for government websites and apps. We recommend that you already meet the requirements of this success criterion.

**level AA****Success criterion 3.3.8: Accessible Authentication (Minimum)**

A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following:

**Alternative**

Another authentication method that does not rely on a cognitive function test.

**Mechanism**

A mechanism is available to assist the user in completing the cognitive function test.

**Object Recognition**

The cognitive function test is to recognize objects.

**Personal Content**

The cognitive function test is to identify non-text content the user provided to the Web site.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

**WCAG 2.2**

Success criterion 3.3.8 is part of WCAG 2.2. This success criterion is not yet a legal standard for government websites and apps. We recommend that you already meet the requirements of this success criterion.

## Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

### Guideline 4.1: Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

#### level A

#### Success criterion 4.1.1: Parsing

In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

#### Result



Pass: The evaluated sample of web pages passes this success criterion.

#### WCAG 2.2

Success criterion 4.1.1 has been removed from WCAG 2.2. This success criterion has therefore not been audited. For WCAG 2.1, this success criterion is automatically met.

#### level A

#### Success criterion 4.1.2: Name, role, value

For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

#### Result



Fail: the evaluated sample of web pages fails this success criterion.

#### Evaluation Findings

The first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> offers various services to choose from, categorised into expandable elements. The buttons to expand these options receive the `aria-expanded="true"` attribute when clicked to expand, but the attribute is removed when returned to the folded state. The button needs to have the `aria-expanded="false"` attribute in the non-expanded state. It seems this attribute with the correct values was placed on the parent element of the button, but as this element is not interactive, this is not properly recognised by assistive technologies.

The page with the first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection>



has various buttons without textual label, as also described in success criterion 1.1.1. A button must always have an accessible name, so users of assistive technologies are informed of what a button does.

When selecting "Building drawings" in the first step on <https://sandbox.qmatic.io/booking/singlebooking/serviceselection> we are directed to the page <https://sandbox.qmatic.io/booking/singlebooking/screeningquestions> with an additional step. The user is required to answer a question with two radiobuttons as options. The fieldset with the radiobuttons received the attribute `aria-required`. This is not a valid use of this attribute.

**level AA****Success criterion 4.1.3: Status messages**

In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

**Result**

Pass: The evaluated sample of web pages passes this success criterion.

# Appendix 1: Sample

This research was carried out on the basis of a sample. The way in which the sample is determined is prescribed in the evaluation document WCAG-EM. If a process is included in the evaluation, all process pages in the sample are also listed.

## Full sample

- <https://sandbox.qmatic.io/booking/singlebooking/serviceselection>
- <https://sandbox.qmatic.io/booking/singlebooking/slotselection>
- <https://sandbox.qmatic.io/booking/singlebooking/personalinfo>
- <https://sandbox.qmatic.io/booking/singlebooking/confirmation>
- <https://sandbox.qmatic.io/booking/accessibility>
- <https://sandbox.qmatic.io/booking/singlebooking/screeningquestions>