

Accessibility Statement

This statement was created on 20th June 2025.

GRANVARA® Relais & Spa Hotel is committed to ensuring the accessibility of the website www.granvara.com, in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

GRANVARA® Relais & Spa Hotel believes it is a collective moral obligation to enable all people to access information, products, and services without obstacles or barriers – so that everyone can live with dignity, equality, and independence.

Therefore, resources have been invested to make the website more user-friendly and accessible to all people, including those with disabilities.

In accordance with Legislative Decree No. 82/2022, the following information is provided:

1. Information on the assessment of how the service meets accessibility requirements, including an explanation of the applicable requirements.
2. General description of the service in accessible formats.
3. Descriptions and explanations necessary to understand how the service operates.
4. Description of how the service meets accessibility requirements.
5. Information demonstrating that the provision and monitoring of the service ensure compliance with the requirements.

1. Accessibility Requirements and Applicable Criteria

The requirements for digital accessibility are established by Legislative Decree No. 82 of 27th May 2022, which implements the European Directive 2019/882.

The website's content must comply with the criteria set out in the Web Content Accessibility Guidelines (WCAG) 2.1 at conformity levels A and AA, as well as the technical standard UNI EN 301549. The four fundamental principles of digital accessibility according to WCAG 2.1 are:

- **Perceivable** – Content is presented clearly and understandably.
- **Operable** – The user interface is easy to navigate for all users.
- **Understandable** – Information and processes are intuitive and easy to comprehend.
- **Robust** – The website is compatible with common assistive technologies.

In accordance with the above legislation, the self-assessment model published by AgID (Agenzia per l'Italia Digitale) provides a clear list of 50 success criteria to be used for verifying website accessibility.

The guidelines published by the agency on the accessibility of IT tools further clarify that web content includes both textual and non-textual information, downloadable documents and forms, as well as two-way interactions such as the processing of digital forms and the completion of authentication, identification, or payment processes.

Non-Applicable Criteria

Of the 50 success criteria listed in the applicable technical standards, the following are considered not applicable to this website:

- 1.2.1 Audio-only and video-only (pre-recorded) (Level A)
- 1.2.2 Subtitles (pre-recorded) (Level A)
- 1.2.3 Audio description or alternative media type (pre-recorded) (Level A)
- 1.2.4 Subtitles (live) (Level AA)
- 1.2.5 Audio description (pre-recorded) (Level AA)
- 1.4.2 Sound control (Level A)
- 2.1.4 Shortcut keys (Level A – WCAG 2.1)
- 2.2.1 Timing adjustment (Level A)
- 2.2.2 Pause, Stop, Hide (Level A)
- 2.3.1 Three flashes or below the threshold (Level A)
- 2.5.4 Motion activation (Level AA – WCAG 2.1)
- 3.1.2 Language parts (Level AA)
- 4.1.3 Status messages (Level AA – WCAG 2.1)

Content excluded from the Scope of the Application

Article 1, paragraph 5 of Legislative Decree No. 82/2022 establishes that the provisions of the decree do not apply to the following content of websites and mobile applications:

- Time-based, prerecorded media content published before 28 June 2025.
- Office file formats published before 28 June 2025.
- Maps and online mapping services, provided that essential information for navigation maps is made available in an accessible digital format.
- Content from third parties that is neither funded, developed, nor controlled by the relevant economic operator.

- Content of websites and mobile applications considered archives, i.e., containing only content that has not been updated or modified after 28th June 2025.

2. General Description of the Service

The website www.granvara.com is the official website of the GRANVARA® Relais & Spa Hotel. It is aimed at users and offers an information and promotional service to plan a holiday in Val Gardena/Gröden.

Below is an overview of the main services offered on the website:

- **General Information**
General information about the hotel and how to get there by car, train, and plane.
- **Rooms**
On the website, you can view the hotel's rooms and suites. By using the "Request" and "Request Now" buttons, you can access a contact form to request a quote. You can also select an offer or take advantage of last-minute deals by using the respective widgets. The website also features a widget for paying the deposit and booking a travel cancellation insurance.
- **Services Information**
The website provides details about included and additional services, such as the restaurant, wine cellar, bar, and the wellness area with various pools and saunas, a gym, massages, and beauty and wellness treatments. These can also be booked online through the dedicated contact form. In winter, the hotel offers special services for skiers.
- **Activities**
The website offers information on sports and recreational activities available in Selva di Val Gardena during both winter and summer. These include skiing in the Dolomites, heli-skiing in Val Gardena, golf, hiking, and biking tours, including mountain biking.
- **Contacts and Assistance**
The website provides the hotel's phone number and email address. Through the "Request" button, you can access a form to request quotes or additional information. There is also an option to sign up for the hotel's newsletter to stay updated on news and current offers.

3. How the Service Works

The website can be accessed via desktop computers, tablets, and smartphones using a standard web browser. No registration is required to use the website. Users can freely access the available functions as follows:

- To access the information sections, click on the links in the main menu. To open the menu, use the "Menu" button at the top right.
- To send a request, click on the "Request" or "Request Now" buttons found at the top right or next to the description of each room or suite.
- To view Last Minute offers, click the "Last Minute" link at the top left or in the menu. To book one, use the "Request Now" button next to each and fill out the contact form. Booking a standard offer works similarly.
- To pay the deposit and arrange travel insurance, use the relevant widget at the bottom of the "Useful Information" page.
- To request a wellness treatment, search through the treatments listed on the "Beauty & Spa" page, add it to your cart by clicking the "+" button next to each treatment, and then click the "Request" button. The contact form will open and must be filled out and submitted. To remove a treatment from your cart, click on the trash can icon.
- To sign up for the newsletter, use the widget or link in the footer.

4. Compliance with Accessibility Requirements

GRANVARA® Relais & Spa Hotel has implemented measures to make its website accessible and compatible with assistive technologies, with the aim of improving usability for all users.

The features implemented to enhance accessibility include, but are not limited to:

- Compatibility with assistive technologies (e.g. NVDA, JAWS)
- Keyboard navigation
- Adequate colour contrast
- Text alternatives for graphical and multimedia content
- Zoom and font size adjustment
- Skip links
- Forms and input fields with clear labels to facilitate interaction

Conformity Status

To determine the conformity status, the guidelines and self-assessment model of AgID (Agenzia per l'Italia Digitale) were used. The technical audit carried out by an expert in digital accessibility at the time of drafting or updating this statement yielded the following result:

The current conformity status of the website is: partially compliant.

Despite the measures implemented, the website currently only partially meets the

requirements of Annex A of the UNI CEI EN 301549 standard due to the following non-compliances.

- The reading order of some elements by the screen reader may not be logical.
- During keyboard navigation, the focus may not always be immediately distinguishable
- Some elements may not be navigable via the keyboard.
- Some elements may not clearly communicate their purpose to screen readers.
- The purpose of some links may not be clear.

5. Service Delivery Process and Accessibility Monitoring

GRANVARA® Relais & Spa Hotel has devoted particular attention to the service delivery process to ensure compliance with the applicable digital accessibility regulations. External experts have also been engaged, especially for the following activities:

- Technical accessibility review of the website through a gap analysis
- Resolution of non-compliances in the source code
- Preparation of publicly available accessibility documentation

As required by current legislation, the GRANVARA® Relais & Spa Hotel conducts regular technical audits to ensure the long-term accessibility of the website and to implement improvements where necessary – also based on feedback and suggestions from users.

The technical audits are carried out by an external accessibility consultant who uses up-to-date technical tools that comply with current standards. The assessments include semi-automated source code analyses, manual usability tests and tests using assistive technologies.

6. Support and Reporting Barriers

If you experience difficulties accessing content or functions on the website or require additional assistance, you can send a message to the following email address:

info@granvara.com

Please include the following information in your message:

- First and last name
- Address of the website or the affected page sections

- Clear and concise description of the issue encountered
- Assistive tools used (operating system, browser, any assistive technologies)
- Any suggestions for improving accessibility

Reports received will be handled as quickly as possible and contribute to the continuous improvement of the website's accessibility.