Accessibility Statement

This statement was created on 05th March 2026.

The Romantik Hotel Stafler is committed to ensuring the accessibility of the website www.stafler.com in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

The Romantik Hotel Stafler 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:

- 1.2.4 Subtitles (live) (Level AA)
- 2.1.4 Shortcut keys (Level A – WCAG 2.1)
- 2.2.1 Timing adjustment (Level A)
- 2.3.1 Three Flashes or Below 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.stafler.com belongs to the Romantik Hotel Stafler and is aimed at end consumers. It offers information services about the hotel and the surrounding

area as well as the possibility to book and plan a stay. The following provides an overview of the main services offered.:

General information about the hotel

General information about the structure and how to get there. Job offers are also available on the website, and there is the possibility of submitting one's application directly through the website. Furthermore, it is possible to read reviews from other guests.

Information about the rooms and booking

On the website, it is possible to view the hotel rooms, reserve them via the "Booking" button, or send a request to receive a quotation via the "Request" button. The website also contains an external link to a 360° panoramic view of the rooms. Furthermore, it is possible to view and choose the offers. The website also provides the possibility to pay the deposit directly and to take out travel cancellation insurance via dedicated widgets. In addition, it is possible to purchase a gift voucher for a stay or for wellness treatments via widgets.

Information about the gastronomy

The website contains information about the gastronomy, the two restaurants "Gourmetstube Einhorn" and "Gasthofstube", the chef Peter Girtler, and the wine cellar. Via the "Request table" button, it is possible to reserve a place. It is also possible to view the menu via the relevant links. Furthermore, it is possible to purchase a gift voucher for restaurants and to consult some recipes.

Information about the services offered

The website provides information about the included services, such as the wellness area with swimming pools, saunas, massages, beauty treatments, and wellness treatments. There is the possibility of booking the treatments directly. In the "Special themes" section of the website, there is also information for a more specific audience, such as motorcyclists, families, or guests who have a dog. The Romantik Hotel Stafler also offers the opportunity to organise events at the property. Information about this can also be found on the website.

Information about activities and experiences

The website contains information about recreational activities that can be carried out in South Tyrol, such as hiking and cycling in summer as well as winter sports and Christmas markets in winter. There is also the possibility to check the weather via webcams and a dedicated widget.

Contacts and support

The website contains the telephone number and email address of the hotel. Via a dedicated button it is possible to contact the hotel on WhatsApp. Via the "Request"

button one instead accesses a form through which it is possible to send requests for quotations or to obtain further information. There is also the possibility to subscribe to the hotel's newsletter to remain always updated about news and current offers. If one no longer wishes to receive the newsletter, it is possible to unsubscribe. Furthermore, in the "Download" section of the website, some information can be downloaded in PDF format.

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.
- Some links are also located in the footer of the page.
- To view the job offers and submit your application, use the "Jobs" link in the footer of the page.
- To request a table in the restaurants, book a room, send a request, or access the widget for purchasing gift vouchers, use the buttons at the top right of each page.
- To select a room, use the widget at the bottom of each page or the links in the main menu. This leads to the overview of the rooms and then to the subpage of each individual room. There you will find a widget for checking availability as well as a button for sending a request. Through this, you can access the form for the booking.
- To view the offers, use the link in the main menu, choose the desired offer from the overview, and send a request or make a booking via the respective subpage.
- To book a wellness or beauty treatment, access the form via the relevant link in the menu, fill in the form, and submit it.
- For further information in downloadable formats, access the download area and click on the button of the desired document.
- To subscribe to the newsletter, access the form via the main menu and complete it.
- To chat directly with a member of staff on WhatsApp, use the green button at the bottom right of each page.

4. Compliance with Accessibility Requirements

The Romantik Hotel Stafler 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: <u>partially compliant</u>.
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.

Non-accessible content

The web pages do not fully comply with the requirements of Chapter 9 "Web" of the UNI CEI EN 301549 standard. Specifically:

- Some non-text elements do not have textual alternatives. This mainly concerns images and videos.
- Some elements may not clearly communicate their purpose to screen readers
- The purpose of some input fields may not be clearly identifiable.
- Some elements are not navigable via the keyboard. During keyboard navigation, the focus may also not always be clearly visible.
- Some videos start automatically and cannot be paused.

The PDF files available for download on the website do not comply with the requirements of Chapter 10 "Non-web documents", as they are not compliant with the following criteria of the UNI CEI EN 301549:

- 10.1.1.1 non-text content
- 10.1.3.1 Information and relationships
- 10.1.3.2 Meaningful sequence
- 10.1.4.3 Contrast (minimum)
- 10.1.4.4 Resize text
- 10.1.4.10 Reflow
- 10.1.4.11 Contrast of non-text content
- 10.2.1.1 Keyboard
- 10.2.4.2 Document title
- 10.2.4.3 Focus order
- 10.2.4.6 Headings and labels
- 10.2.4.7 Focus visible
- 10.3.1.1 Language of the document
- 10.3.1.2 Language of parts
- 10.4.1.1 Parsing
- 10.4.1.2 Name, role, value.

5. Service Delivery Process and Accessibility Monitoring

The Romantik Hotel Stafler 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 Waldheim 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@stafler.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.