

# Accessibility Statement

*This statement was created on 29<sup>th</sup> September 2025.*

The Tourist Office Jenesien is committed to ensuring the accessibility of the website [www.jenesien.net](http://www.jenesien.net) in accordance with Legislative Decree No. 82 of 27<sup>th</sup> May 2022, implementing the European Directive 2019/882.

The Tourist Office Jenesien 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 Requirement and Applicable Criteria

The requirements for digital accessibility are established by Legislative Decree No. 82 of 27<sup>th</sup> 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:

- 1.2.2 Captions (pre-recorded)
- 1.2.4 Live captions
- 1.4.2 Audio control
- 2.1.4 Character key shortcuts (Level A – WCAG 2.1)
- 2.2.1 Timing adjustable (Level A)
- 2.5.4 Motion actuation (Level AA – WCAG 2.1)

## Content excluded from the Scope of the Application

Pursuant to Article 1, paragraph 5, of Legislative Decree No. 82/2022, the provisions do not apply to:

- 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 28<sup>th</sup> June 2025.

## 2. General Description of the Service

The website [www.jenesien.net](http://www.jenesien.net) is the official tourism portal of the holiday region Jenesien and its hamlets: Afing, Flaas, Glaning, and Nobls. It is aimed at end consumers and provides an information and promotional service for planning a holiday in Jenesien and its surrounding villages. Below is an overview of the website's main services:

### The Holiday Region

The section Holiday Region provides information about the main village Jenesien and its

hamlets Afind, Flaas, Glaning, and Nobls. It also includes details about the Salten plateau, with descriptions of its hiking and cycling trails as well as various refreshment options. A special highlight is the Marterloch suspension bridge, the highest and longest suspension bridge in South Tyrol. Further cultural attractions are also presented, including frescoed churches, castle ruins, and the Haflinger Museum.

#### Enjoyment & experience

In the Enjoyment & experience section, visitors can find information about regional cuisine and culinary offers in inns, alpine huts, and traditional Buschenschänke. The section also includes an overview of regular events and festivals held in Jenesian.

#### Active in Jenesian

The Active in Jenesian section describes various leisure activities, including hiking and themed trails, cycling and mountain biking tours, horse riding with Haflinger horses, a public swimming pool, and other recreational opportunities. For the winter season, snowshoe hikes, winter walks, and horse-drawn sleigh rides are featured. Special tips for families are also provided.

#### Good to Know

The Good to Know section offers practical information such as travel options by car, bus, or train, details about public transport, weather updates, opening hours of the tourist information office, available guest cards, and weekly event programmes.

### 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:

- Access to information sections via the main menu.
- Access to downloadable information through the “Good to Know” → “Downloads” menu.
- Accommodation enquiries can be made via the “Search accommodation” button at the top of the homepage: select an accommodation or perform a search, then click “Send enquiry”, fill in the form in the pop-up window and submit it.

### 4. Compliance with Accessibility Requirements

The Tourist Office Jenesian has implemented measures to make its website accessible and compatible with assistive technologies, with the aim of improving usability for all users.

The features introduced to enhance accessibility include, among others:

- Compatibility with assistive technologies (e.g. NVDA, JAWS)
- Keyboard navigation
- Appropriate colour contrasts
- Text alternatives for graphic and multimedia content
- Zoom and text size adjustment
- Skip links for quicker navigation
- Forms and input fields with clear labels for easier 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.

## 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:

- External videos are available without subtitles or audio description.
- In autocomplete fields, errors are indicated only by colour.
- Some images have low contrast.
- There are links with similar labels.

Some downloadable PDF documents on the website do not meet the requirements of Chapter 10 “Non-web documents”, particularly with regard to the following criteria:

- 10.1.1.1 Non-text content
- 10.1.3.1 Information and relationships
- 10.1.4.3 Contrast (minimum)
- 10.1.4.11 Non-text contrast
- 10.2.4.3 Focus order
- 10.2.4.6 Headings and labels
- 10.3.1.1 Language of page

## 5. Service Delivery Process and Accessibility Monitoring

The Tourist Office Jenesien 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 Tourist Office Jenesien 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
- tests using assistive technologies (as screen readers)

## 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@jenesien.net](mailto:info@jenesien.net)

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.