

Accessibility Statement

This statement was created on 06th February 2026.

Hotel Waldheim is committed to ensuring the accessibility of the website www.waldheim.it, in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

Hotel Waldheim 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)
- 2.5.4 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.waldheim.it belongs to Hotel Waldheim in Sexten and is aimed at users who wish to obtain information and tourist offers for planning a holiday in the Dolomites.

It serves to provide information about the hotel, its services, accommodation options, leisure activities, as well as contact and booking possibilities.

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

Waldheim Sexten

The menu item “Waldheim Sexten” contains general information about Hotel Waldheim. The subpages present the hotel, its philosophy, and its location in Sexten. In addition, information on how to reach the hotel by various means of transport is provided, along with details about the surrounding area and the hotel's integration into the Dolomites landscape.

Your stay

The menu item “Your stay” provides an overview of the hotel rooms, suites, and apartments. The subpages include descriptions of the individual accommodation categories, details about amenities, and photographic material. Furthermore, information on prices, offers, and enquiry options for a stay is made available.

Relax & enjoy

Under the menu item “Relax & enjoy”, the hotel's gastronomic offerings as well as its wellness and relaxation facilities are presented. The subpages provide information about the restaurant and bar, the culinary concept, and the wellness area with sauna and relaxation facilities. In addition, services such as massages and wellness treatments are described.

Active in the Dolomites

The menu item “Active in the Dolomites” focuses on leisure and activity opportunities in and around Sexten. The subpages provide information on sports and outdoor activities in summer and winter, such as hiking, mountain tours, cycling, and winter sports. The aim is to give guests an overview of the regional options for an active holiday.

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 open the menu, use the “**Menu**” button at the top left.
- To send an inquiry, click on the “**Inquiry**” buttons located at the top right or next to the description of each room or suite.
- To make a booking, click the “**Booking**” button at the top right on the Home page, or “**Book**” on the room detail page.
- To make a deposit and purchase travel cancellation insurance, use the corresponding widget in the “**Online deposit and travel cancellation protection**” menu.
- To subscribe to the newsletter, use the widget or the link in the footer “**Newsletter**”.

4. Compliance with Accessibility Requirements

Hotel Waldheim 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.

Non-accessible content

The websites do not fully comply with the requirements of Chapter 9 “Web” of the UNI CEI EN 301549 standard. Specifically:

- 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

Hotel Waldheim 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, Hotel Waldheim 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@waldheim.it

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.