

Accessibility Statement

This statement was created on 9th September 2026.

The Gartenresidence Zea Curtis is committed to ensuring the accessibility of the website www.zeacurtis.com in accordance with Legislative Decree No. 82 of 27th May 2022, implementing the European Directive 2019/882.

The Gartenresidence Zea Curtis 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 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:

- 1.1.1 Non-text Content (Level A)
- 1.4.1 Use of colour (Level A)
- 2.1.4 Character key shortcuts (Level A – WCAG 2.1)
- 2.2.1 Timing adjustable (Level A)
- 2.3.1 Three Flashes or below Threshold
- 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 28th June 2025.
- Office file formats published before 28th 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.zeacurtis.com provides information about the accommodation options as well as the available services and activities related to a stay in Merano. Users can find information about rooms, apartments, facilities, dining options, wellness services and leisure activities. The website also allows users to get in touch with the accommodation provider and to request or book a stay.

Accommodation

The “Accommodation” section provides information about the rooms and holiday apartments available at Gartenresidence Zea Curtis. Visitors can find details about the different

accommodation options, their facilities and the services available during their stay. In addition, information about vouchers, important details regarding the stay (“Good to know”) as well as the options and conditions for cancelling a trip are provided.

Enjoy

The “Enjoyment” section provides information about the gastronomic offers available. This includes details about the breakfast options as well as opportunities to discover regional and culinary experiences in and around Merano.

Relax

The “Relaxation” section describes the opportunities for rest and relaxation available at the accommodation. This includes information about the garden area, swimming pool, wellness facilities, sauna, steam bath, relaxation areas and further options for relaxation in and around Merano.

Active

The “Active” section provides information about leisure activities, experiences, attractions and events in the Merano area. This includes, among others, information on hiking, cycling, golf, winter sports as well as further excursion and leisure activities. Information about the use of the Mobilcard is also provided.

3. How the Service Works

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

- The website content can be accessed via the main navigation, links within individual pages and other navigation elements.
- Users can navigate between the different sections of the website using menu items, buttons and links, and can access the information provided.
- Integrated enquiry and booking functions allow users to submit an enquiry for a stay or begin the booking process. To do so, users can complete forms and submit the required information.
- Users can subscribe to the newsletter via the relevant form in order to receive regular information about offers, news and other current content. Subscription is completed by entering and submitting the required details.
- The available contact options allow users to get in touch with the accommodation provider and submit individual enquiries.
- The website allows users to interact with various digital elements, such as forms, buttons, image galleries, links and, where applicable, integrated external services.
- External or supplementary digital services can be accessed via the relevant links or technical integrations within the website.

- The website layout adapts to different screen sizes and devices, allowing the content to be used on both computers and mobile devices.

4. Compliance with Accessibility Requirements

The Gartenresidence Zea Curtis 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:

- There are external videos that have neither subtitles nor audio description.
- Some images have low contrast.
- There are links with similar labels.
- Some elements cannot be navigated using the keyboard. When navigating with the keyboard, the navigation order may not always be logical.
- Some elements may not clearly communicate their function to screen reader users.

Some downloadable PDF documents on the website do not meet the requirements of Chapter 10 “Non-web documents”, particularly about 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 Gartenresidence Zea Curtis 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 Gartenresidence Zea Curtis 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@zeacurtis.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.