

Accessibility Statement

This statement was created on 14th August 2025.

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

Granpanorama Hotel StephansHof 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:

- 1.2.2 Subtitles (pre-recorded) (Level A)
- 1.2.4 Subtitles (live) (Level AA)
- 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 (Level A)
- 3.1.2 Language of 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.stephanshof.com is the official website of the Granpanorama Hotel StephansHof. It is aimed at users and offers an information and promotional service to plan a holiday.

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

General Information about the Hotel

General information about the property and how to reach us. The website also includes job offers and the possibility to submit your application directly through the site. Additionally, you can read reviews from other guests.

Information about Rooms and Booking

On the website, you can view the hotel rooms, book them through the "Book Now" button, or submit a request for a quote through the "Request Quote" button. You can also view and choose an offer and calculate the price for your stay using the "Price Calculator" widget. The website also offers the possibility to pay the deposit directly, purchase travel cancellation insurance via dedicated widgets. Furthermore, you can buy gift vouchers for a stay or wellness treatments via widgets.

Information about Services Offered

The website provides information on the hotel services, such as the kitchen, included services, and the wellness area with saunas, pools, massages, and beauty and wellness treatments.

Activities

The website provides information about Villanders and the surrounding area, as well as sports, recreational, and cultural activities. These include shopping, the Törggelen tradition in autumn, hiking and cycling in summer, and skiing in winter. The website also features a widget with the local weather forecast.

Contact and Assistance

On the website, you will find the hotel's phone number and email address. Using a dedicated button, you can contact the hotel via WhatsApp. Through the "Request Quote" button, you can access a form to send requests for quotes or more information. You can also subscribe to the hotel's newsletter to stay updated on news and current offers. If you no longer wish to receive the newsletter, you can unsubscribe. Additionally, in the "Download" section of the website, you can download some information 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.
- The widgets for deposit payment, travel cancellation insurance, and gift voucher purchase are also accessible through the main menu.
- To book a stay or submit a request, click on the "Book Now" and "Request" buttons in the main menu.
- For further information in downloadable formats, go to the download area and click on the desired document button.

- To subscribe to the newsletter, use the appropriate widget on the homepage.
- To access offers, use the link in the main menu. To choose and book an offer, click on the “Show Availability” button and use the corresponding widget to select your arrival and departure dates and complete the booking.

4. Compliance with Accessibility Requirements

Granpanorama Hotel StephansHof 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.

- Some non-text elements do not have textual alternatives. This mainly applies to videos, images, and interactive elements such as 360° tours.
- Some elements may not communicate their purpose to screen readers.
- The purpose of some inputs may not be clear.
- The page titles may not be immediately clear.

The PDF files downloadable from the site do not comply with the requirements of section 10 “Non-web documents” because they do not meet the following criteria of the UNI CEI EN 301549 standard:

- 10.1.3.1 Information and relationships
- 10.1.3.3 Sensory characteristics
- 10.1.4.11 Contrast in non-text content
- 10.2.4.2 Document title
- 10.2.4.6 Headings and labels
- 10.3.1.1 Language of the document
- 10.3.1.2 Parts in different languages

5. Service Delivery Process and Accessibility Monitoring

Granpanorama Hotel StephansHof 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, Granpanorama Hotel StephansHof 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@stephanshof.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.