

Accessibility Conformance Report for

booking.unitalianhospitality.com

Last updated: [29/08/2025](#)

This document has been provided by [Accessiway](#) to meet the obligations of the European Accessibility Act until the competent national authority provides the official model.

Each complex paragraph is introduced by an explanation written in simpler language.

Introduction

We want everyone, including people with disabilities, to be able to use our service easily. This statement explains what we do to make it accessible and to comply with laws and standards such as the European Accessibility Act and the WCAG.

Gruppo UNA S.p.A. is committed to accessibility and inclusiveness. We want all our customers, including people with disabilities, to be able to use our website, app, or device successfully.

This accessibility statement describes the accessibility features of the website booking.unaitalianhospitality.com, how we comply with the European Accessibility Act, EN 301549 standards, WCAG 2.2, ADA and Section 508, and what we are doing to maintain and improve accessibility.

This statement applies only to booking.unaitalianhospitality.com.

We review this statement regularly as we continue to improve the website booking.unaitalianhospitality.com.

Overview

booking.unaitalianhospitality.com

The UNA Italian Hospitality website provides detailed descriptions of hotels, public rates, and the special conditions and policies applied in UNA Italian Hospitality hotels and resorts.

The website also allows users to complete the process of booking a stay.

How to use booking.unaitalianhospitality.com

(Accessibility & Usability)

We strive to make the booking.unaitalianhospitality.com website easy to use for everyone. Here is an overview of how to navigate and use our service when using assistive technologies or special configurations:

booking.unaitalianhospitality.com

The website's main menu, located at the top of each page, allows users to access the list of hotels, current offers, and their personal account. At the top, there is a search bar; when typing keywords, suggestions are provided. The results can be browsed using a mouse. Each hotel page includes the title, image, and description

booking.unaitalianhospitality.com

Accessibility features

The website uses standard methods of interaction with the operating system and assistive technologies.

If you need further explanations about how to use any part of the website booking.unaitalianhospitality.com, please contact us at: www.unaitalianhospitality.com/contacts

Accessibility Compliance

(How we meet the requirements)

We have assessed the website booking.unaitalianhospitality.com against the requirements of the European Accessibility Act (and any local applications where relevant), ADA, WCAG 2.2, and Section 508, and ensured that it meets these requirements.

We provide:

Perceivable

- All meaningful images, icons and media have alternative text or descriptive labels.
- Content is presented in a logical and semantic structure, allowing assistive technologies to interpret it correctly.
- Instructions for understanding and operating content are not based solely on sensory characteristics such as shape, colour, size, visual location, orientation, or sound.
- Information is not conveyed by colour alone, or there is an accessible alternative such as text or symbols.
- Content is adaptable, allowing users to adjust text size while maintaining a fully usable interface.
- Content that does not require two-dimensional layout reflows properly when the display size changes.
- Essential components, in all states, have a colour contrast ratio of at least 3:1 against adjacent elements.
- Adjusting text spacing (line height, paragraph spacing, letter or word spacing) does not cause information or content loss.

Operable

- All functionality are available via keyboard (or keyboard-similar assistive technology), including menus, links, forms, sliders and interactive controls.
- There are no keyboard traps (it is possible to navigate freely in and out of all components).
- There are no time limits imposed by content, or if present, they are user-controllable, adjustable, extendable, or justified by functional or legal requirements.
- All moving content, if present, includes pause and/or playback controls.
- No flashing or blinking content is used at levels that may cause seizures, staying within safety limits.
- Skip links are implemented to allow quick navigation to the main content, improving accessibility and user experience.
- Service flow screens have titles that describe their topic or purpose.
- Headings and labels clearly describe content and functionality.
- The keyboard navigation focus indicator is visible on all interactive elements.
- Elements that can receive keyboard focus are always at least partially visible within the viewport.
- For user interface components with labels that include text or images of text, the name read by assistive technologies matches the text shown visually.
- Clickable areas of interactive elements are large enough to ensure easy interaction.

Understandable

- The language of each page is properly defined and used consistently throughout the service.
- User interface components do not cause unexpected context changes when they receive keyboard navigation focus.
- User interface components do not cause unexpected context changes when activated by keyboard or assistive technologies.
- Navigation mechanisms are consistently positioned throughout the service.

- Repeated interface elements are defined consistently to aid identification.
- When input errors are automatically detected, the element in error is identified, and the error is described using text.
- Labels or instructions are provided where user input is required.
- When input errors are detected and correction suggestions are known, such suggestions are provided to the user, unless prohibited by law.
- Content is written in clear and simple language.

Robust

- Standard development technologies are used, interpretable by assistive technologies.
- If status messages are present, they are made accessible so that assistive technologies can interpret them without moving focus.

We test the website booking.unaitalianhospitality.com with the most common assistive technologies in a wide range of operating system and browser configurations:

- Screen readers (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to ensure that all interactive elements are announced correctly and can be used.
- Screen magnification and high contrast modes.

We aim for compatibility with current versions of major assistive technologies. Our code follows best practices outlined in WCAG 2.2 and EN 301 549 for robust implementation, meaning it should remain accessible as technology evolves.

Standards: Based on the above, we apply WCAG 2.2 AA (latest) and EN 301 549 criteria to ensure accessibility. Compliance with these standards establishes a presumption of conformity with the requirements of the EAA, ADA and other regulations based on the same technical standards.

Continuous Monitoring and Maintenance

Accessibility is not a one-off commitment but an ongoing process. Here's how we ensure that booking.unaitalianhospitality.com/ remains accessible over time:

- With the support of [AccessiWay](#), on [29/08/2025](#) we carried out an external manual audit led by experts to verify our accessibility compliance.
- We maintain a continuous testing and improvement cycle, with recurring support to ensure that at least once a year a complete audit is performed, including manual testing by professionals who use assistive technologies.

Feedback and Contacts

We welcome your feedback to improve the booking.unaitalianhospitality.com website. *If you encounter issues or have suggestions, please contact us by email, telephone or post, and explain the details of the problem to help us.*

We greatly value user feedback, especially when it informs us that something is not working. If you experience difficulty accessing any part of the website, booking.unaitalianhospitality.com encounter an accessibility issue, or have suggestions for improvement, please let us know:

www.unaitalianhospitality.com/contacts

GRUPPO UNA S.P.A.

Registered Office and Headquarters

Via Gioacchino Murat, 23 - 20159 – Milano (MI) - Italy

Tel: [+39 02 895261](tel:+3902895261)

E: info@gruppouna.it

PEC: gruppouna@pec.gruppouna.it

When contacting us, please provide as many details as possible about the problem (which page or function, what happened, and which assistive technology you were using, if any). We will acknowledge your feedback as soon as possible and do our best to resolve the issue promptly or keep you informed of progress.

Enforcement Procedure: If you believe your accessibility issues have not been adequately addressed, you have the right to submit a formal complaint. We sincerely hope to resolve any problems together before it reaches this stage, but this procedure is available.

Document History: This Accessibility Statement was first published on 29/08/2025 and was last reviewed and updated on [29/08/2025](#). We plan to review it [annually](#) or whenever significant service changes are required.