Accessibility conformance report for

giftcard.unaitalianhospitality.com

Last updated: 23/10/2025

Accessiway has provided this document to meet the requirements of the European Accessibility Act until the relevant national authority issues the official template.

A clearer, simpler explanation introduces each detailed section.

Introduction

We want everyone, including people with disabilities, to use our service with ease. This document explains how we ensure it is accessible and complies with standards such as the European Accessibility Act and WCAG.

Gruppo UNA S.p.A. is committed to accessibility and inclusiveness. We want all our customers, including people with disabilities, to use our service without difficulty.

This document outlines the accessibility features of giftcard.unaitalianhospitality.com, how we meet the requirements of the European Accessibility Act, EN 301 549, WCAG 2.2, the Americans with Disabilities Act (ADA) and Section 508, and what we are doing to maintain and improve accessibility. This statement applies only to giftcard.unaitalianhospitality.com.

We review this information regularly as we improve giftcard.unaitalianhospitality.com.

Overview

Service description

The giftcard.unaitalianhospitality.com website enables users to purchase digital Gift Cards in various amounts. The UNA Gift Card can be used to pay for a stay, or part of a stay, for bookings made through the UNA Italian Hospitality Reservations Centre or the official UNA Italian Hospitality website, and at UNA hotels and resorts.
Once the online purchase is completed, the Gift Card will be sent to the email address provided.

How to use giftcard.unaitalianhospitality.com

(Accessibility & Operation)

We strive to make giftcard.unaitalianhospitality.com straightforward for everyone to use. Below is an overview of how to navigate and operate our service with assistive technologies or customised configurations.

How to use giftcard.unaitalianhospitality.com

The site's main menu allows you to:

- select the Gift Card amount from preset values ranging from Euro 50 to Euro 2,000;

- select the Gift Card design;

- enter the details of the recipient to whom the Gift Card will be sent;

- add it to the cart and proceed with payment.

- Accessibility of giftcard.unaitalianhospitality.com

The website uses standard interaction methods supported by operating systems and assistive technologies.

If you require further explanations on how to use any part of giftcard.unaitalianhospitality.com, please visit unaitalianhospitality.com/it/contatti for personalised assistance. We aim to provide any additional descriptions or explanations necessary for the service to function correctly.

Accessibility Conformance

(How we meet requirements)

We have evaluated giftcard.unaitalianhospitality.com against the requirements of the European Accessibility Act (and local implementations where applicable), the ADA, WCAG 2.2 and Section 508. The site is:

Perceivable

- All pre-recorded audio and video content includes appropriate alternatives.
- All pre-recorded video content includes subtitles.
- All synchronised media that require them include descriptions or alternative versions.
- All videos that require it include audio description.
- Content is arranged to reflect its logical and semantic structure, enabling assistive technologies to interpret it correctly.
- The instructions provided for understanding and using the content do not rely solely on the sensory characteristics of components, such as shape, colour, size, visual location, orientation or sound.
- Content adapts properly to screen orientation, ensuring consistent display and functionality.
- Where present, the purpose of input fields that require specific data types is correctly conveyed to assistive technologies and implemented appropriately.
- Content is adaptable, allowing users to personalise text size while maintaining a fully usable interface.
- Information is presented using text, avoiding non-essential or non-customisable text images.

Operable

- There are no keyboard traps (users can navigate freely into and out of all

components).
- There is no interference with single-letter, number or symbol keyboard shortcuts.
- No content imposes time limits, or where time limits exist, they are user-controllable, adjustable, extendable or functionally or normatively justified.
- All moving content, if any, includes pause and/or playback controls.
- No flashing or strobing content is used at levels that may trigger epileptic seizures, remaining within safe limits.
- Each screen in the service flow includes a title describing its subject or purpose.
- There are several ways to identify content within the environment.
- The keyboard navigation focus indicator is visible on all interactive elements.
- Elements that can receive keyboard-navigation focus are always at least partially visible in the viewport.
- All features are usable without requiring complex gestures.
- Features do not start immediately on touch, can be cancelled before completion, and do not need to be held down to operate.
- For user interface components with labels that include text or images of text, the name read by assistive technologies contains the text presented visually.
- All features are usable without relying solely on device or user motion.
- All features can be used without requiring drag actions.
- The clickable area of interactive elements is large enough to ensure easy interaction for users.

Understandable

- The language on each page is appropriately defined and consistently used throughout the service.
- All language passages requiring identification are programmatically determinable.
- User interface components, when receiving keyboard navigation focus, do not generate unexpected context changes that could disorient the user.
- User interface components, when activated by the user via keyboard or assistive technologies, do not trigger unexpected changes of context that may disorient the user.
- Navigation mechanisms are positioned consistently throughout the entire service flow.
- Repeated interface elements are defined consistently to make them easy to identify.
- Mechanisms for requesting support or help are consistent throughout the environment.

- When an input error is identified, and suggestions for correcting it are available, those suggestions are provided to the user, except where otherwise required by law.
- Error-prevention systems are provided, such as confirmation, cancellation or the ability to reverse sensitive actions.
- Where possible, users are not required to provide the same information more than once.
- When present, complex authentication systems include accessible alternatives.
- Content is written in clear and simple language.

Robust

- We use standard development technologies that assistive technologies can interpret.

We tested giftcard.unaitalianhospitality.com with the most common assistive technologies across a wide range of operating system–browser configurations.

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

We aim to be compatible with the current versions of major assistive technologies. Our code follows the best practices outlined in WCAG 2.2 and EN 301 549 to ensure robust implementation and accessibility as technology evolves.

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

Continuous monitoring and maintenance

For us, accessibility is not a one-off commitment, but an ongoing process. This is how we ensure that giftcard.unaitalianhospitality.com remains accessible over time:

- We use automated testing tools integrated into our development process to detect common accessibility issues early, such as missing alt text or form labels. Every code update goes through these checks.

- With the support of AccessiWay, on 23/10/2025 we carried out an external, expert-led manual audit to verify our accessibility conformance. We follow a continuous cycle of testing and improvement, with ongoing support to ensure that full audits are carried out at least once a year, including manual testing by professionals who use assistive technologies.

Feedback and contact information

We welcome your suggestions for improving giftcard.unaitalianhospitality.com. If you encounter any issues or have feedback, please get in touch with us by email, telephone or post. Please explain the details of the issue so that we can assist you.

We greatly value user input, especially when you inform us that something isn't working. If you have difficulty accessing any part of giftcard.unaitalianhospitality.com, notice an accessibility issue, or have suggestions for improvement, please let us know.

www.unaitalianhospitality.com/en/contacts

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When you contact us, please provide as many details as possible about the issue (such as which page or function, what occurred, and which assistive technology you are using, if applicable). We aim to acknowledge your feedback within 15 working days and will do our best to resolve the issue promptly or provide an update on progress.

Enforcement: If you believe your accessibility concerns have not been adequately addressed, you have the right to file a complaint. We sincerely hope to resolve any issues with you before this stage is reached.

Document history: This document was last reviewed and updated on 7/11/2025. We plan to review it at least annually, or whenever significant changes are made to the service.