Accessiway

Accessibility conformance report for

https://untourist.unaitalianhospitality.com/en-US

Last updated: 16/09/2026

This document has been drawn up in a simplified form and using clear, comprehensible language in compliance with the principles and accessibility requirements established by Directive (EC) 2019/882 and Italian Legislative Decree No 82 of 27 May 2022, particularly the obligation to provide information that is perceivable, operable, understandable and robust for all users, including people with disabilities.

Pursuant to Article 12 of Italian Legislative Decree 82/2022 and Annex I, sections III and IV, the information relating to service accessibility must be set out in a clear, comprehensible and accessible manner, including by using simple language and a straightforward structure.

The choice to use a summarised and simple format for this document is therefore a direct fulfilment of a regulatory obligation and does not constitute a limitation on the information available, which remains fully governed by the relevant technical and legal documentation.

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 https://untourist.unaitalianhospitality.com/en-US, how we meet the requirements of the European Accessibility Act, EN 301549, 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 https://untourist.unaitalianhospitality.com/en-US.

We review this information regularly as we improve https://untourist.unaitalianhospitality.com/en-US.

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Overview

Service description

A B2C platform dedicated to managing the UNA Italian Hospitality loyalty programme that allows members to register, access their private area, check their points balance, benefits, levels and rewards, and manage their profile.

How to use https://untourist.unaitalianhospitality.com/en-US (Accessibility & Operation)

We strive to make https://untourist.unaitalianhospitality.com/en-US 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 https://untourist.unaitalianhospitality.com/en-US

A B2C platform dedicated to managing the UNA Italian Hospitality loyalty programme that allows members to register, access their private area, check their points balance, view transactions made within the loyalty programme, see the benefits associated with their membership level, browse the rewards catalogue and redeem rewards, transfer points to other members, redeem a gift card with their points, and manage their profile and privacy consents.

Accessibility of https://untourist.unaitalianhospitality.com/en-US

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

If you require further explanations on how to use any part of https://untourist.unaitalianhospitality.com/en-US, please contact our support team 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 https://untourist.unaitalianhospitality.com/en-US against the requirements of the European Accessibility Act (and local implementations where applicable), the ADA, WCAG 2.2 and Section 508, and it is:

Perceivable

- The content is displayed in a clear and logical order that assistive technologies can interpret.
- The instructions do not rely solely on elements such as shape, colour, size, visual location, or sound.
- Content adapts properly to screen orientation, ensuring consistent display and functionality.
- Where present, the purpose of input fields is correctly conveyed to assistive technologies.
- Information is not provided solely through colour; text or clear symbols are also provided.
- Information is presented using text, rather than text images, except when absolutely necessary.
- If present, content displayed on hover or focus does not disappear unexpectedly and can be closed easily.

Operable

- Users can move freely using a keyboard and never get stuck in one component.
- Where present, single-character shortcut keys do not generate unexpected actions.
- No content imposes time limits, or where time limits exist, they are user-controllable and extendable, when necessary.
- All moving content includes pause or management controls.
- There is no flashing or strobing content that may trigger epileptic seizures.
- Skip links allow users to easily access the main content.
- The headings and labels clearly describe the content and features.
- The elements that receive keyboard focus are always visible on the screen.
- Features do not start immediately on touch, can be cancelled before completion, and do not need to be held down to operate.
- The name read by assistive technologies contains the text presented visually on the label.
- All features operate without requiring the device or user to move.

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- All features operate without requiring dragging operations.
- 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.
- Applying the keyboard focus to an element does not generate sudden changes
- Activating an element does not cause sudden changes.
- Browsing options are always in the same position within a service.
- Repeated interface elements are always the same and easy to recognise.
- The help and support options are consistent throughout the service.
- When an input error is identified, when possible, suggestions on how to correct it are provided to the user.
- Content is written in clear and simple language.

Robust

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

We tested https://untourist.unaitalianhospitality.com/en-US 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.

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.

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Continuous monitoring and maintenance

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

- With the support of AccessiWay, il 16/09/2026 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.
- 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.

Feedback and contact information

We Welcome your suggestions for improving https://untourist.unaitalianhospitality.com/en-US. If you encounter any issues or have feedback, please get in touch with us by email, telephone or post. Please explain the issue in detail 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 https://untourist.unaitalianhospitality.com/en-US, notice an accessibility issue, or have suggestions for improvement, please let us know.

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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 16/09/2026. We plan to review it at least annually, or whenever significant changes are made to the service.

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