

Accessibility Statement

This statement was created on 05th March 2026.

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

Helmhotel 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:

- 1.2.1 Audio-only and video-only (pre-recorded) (Level A)
- 1.2.2 Subtitles (pre-recorded) (Level A)
- 1.2.4 Subtitles (live) (Level AA)
- 2.1.4 Shortcut keys (Level A – WCAG 2.1)
- 2.2.1 Timing adjustment (Level A)
- 2.5.4 Motion activation (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.helmhotel.com is the official website of the Helmhotel and serves as an information and service platform for guests planning a stay at the hotel. The website provides comprehensive information about the hotel, its accommodation

options, the wellness area, and leisure activities in the Dolomites. The following is an overview of the main sections of the website:

Helmhotel

The Helmhotel menu item introduces the hotel, its location, and its philosophy. It describes the hotel's unique location in the Dolomites, the atmosphere of the property, and the combination of Alpine tradition with modern comfort. Guests receive information about the history of the hotel, the hosts' philosophy, and the hotel's distinctive features, such as its quiet setting, the views of the surrounding mountain landscape, and the focus on relaxation and experiencing nature. In addition, key hotel services are presented, including reception, guest services, and support for planning activities in the surrounding region.

Stay

The "Stay" menu item provides information about the different rooms and accommodation categories offered by the hotel. Guests can find descriptions of the various rooms, suites, and living areas, including details about their amenities, size, style, and orientation. This section helps guests choose the accommodation that best suits their needs—for example couples, families, or longer stays.

Alma SPA

The "Alma SPA" menu item presents the hotel's wellness and spa area. It describes saunas, relaxation areas, pools, and various wellness and beauty treatments. Additional information is provided about massages, body treatments, and other wellbeing services. The focus is on rest, relaxation, and the connection between wellness and the surrounding Alpine nature. Guests receive an overview of the opportunities available to regenerate both body and mind during their stay.

Experience the Dolomites

The "Experience the Dolomites" menu item provides information about leisure and nature experiences in the surroundings of the Helmhotel. The main focus is on activities in the Dolomites that can be enjoyed both in summer and in winter. In addition, the section describes excursion destinations in the region, scenic highlights, and opportunities for active recreation in nature. The aim of this section is to provide guests with inspiration and practical information for planning their leisure activities during their stay at the Helmhotel.

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:

- Access to the information sections of the website is provided via the main menu
- Bookings and enquiries can be started using the “Enquiry” button or the “Booking” button at the top right of the homepage. The desired period, board type, number of guests and contact information can then be entered. The enquiry can then be submitted or the online booking completed.
- Newsletter registration is available via the “Subscribe now” button in the footer. The required contact information can be entered there and the registration completed.

4. Compliance with Accessibility Requirements

Helmhotel 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.

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. In addition, one video starts automatically
- Some elements may not be navigable using the keyboard.
- Autocomplete – errors are indicated by colour only.
- There are images with low contrast.
- Links with similar labels.
- The reading order of some elements by the screen reader may be illogical.

5. Service Delivery Process and Accessibility Monitoring

Helmhotel 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 Helmhotel 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@helmhotel.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.