

Accessibility Statement

This accessibility statement was prepared on 16/09/2025.

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

The Amort family believes that providing access to information, products, and services without obstacles or barriers is a shared moral responsibility, enabling everyone to live with dignity, equality, and independence. For this reason, resources have been invested to make the site easier to use and more accessible to all, including persons with disabilities.

In compliance with Legislative Decree 82/2022, the following points are outlined:

1. Information about the assessment of how the service meets accessibility requirements and details on applicable standards.
2. General description of the service, in accessible formats.
3. Descriptions and explanations necessary to understand how the service works.
4. Description of how the service meets accessibility requirements.
5. Information demonstrating that the service delivery process and related monitoring ensure compliance.

1. Accessibility requirements and applicable criteria

The requirements for digital accessibility are defined in Legislative Decree of May 27, 2022, No. 82, implementing European Directive 2019/882.

The contents of the website must comply with the criteria established by the Web Content Accessibility Guidelines (WCAG) 2.1 at levels A and AA and with the technical standard UNI EN 301549. The four core principles of digital accessibility as defined by WCAG 2.1 are:

- **Perceivable** – Content is presented in a clear and understandable way.
- **Operable** – The interface is easily navigable by all users.
- **Understandable** – Information and operations are intuitive and easy to interpret.
- **Robust** – The site is compatible with the most commonly used assistive technologies.

Based on the legislation mentioned above, the self-assessment model published by AgID clearly lists the 50 success criteria to be used to verify the accessibility of a website. The guidelines for accessibility of IT tools issued by the same agency also specify that web content includes both textual and non-textual information, downloadable documents and forms, and forms of two-way interaction, such as the processing of digital forms and the completion of authentication, identification, and payment processes.

Non applicable criteria

Of the 50 success criteria specified by current technical standards, the following are deemed not applicable to this website:

- 1.2.1 Audio-only and video-only (pre-recorded) (Level A)
- 1.2.2 Captions (pre-recorded) (Level A)
- 1.2.3 Audio description or alternative media (pre-recorded) (Level A)
- 1.2.4 Captions (live) (Level AA)
- 1.2.5 Audio description (pre-recorded) (Level AA)
- 1.4.2 Audio control (Level A) 2.1.4 Character key shortcuts (Level A)
- 2.2.1 Timing adjustable (Level A)
- 2.2.2 Pause, Stop, Hide (Level A)
- 2.3.1 Three flashes or below threshold (Level A) 2.5.4 Motion actuation (Level AA)
- 3.1.2 Language of parts (Level AA)

Areas excluded from application

Article 1, paragraph 5 of Legislative Decree 82/2022 states that the provisions of the decree do not apply to the following website content and mobile applications:

- Pre-recorded time-based media published before June 28, 2025
- Office file formats published before June 28, 2025
- Maps and online mapping services, provided that essential navigation information is also made available in an accessible digital format
- Third-party content that is neither funded nor developed by the relevant economic operator, nor under their control
- Website and mobile app content considered to be archives, containing only material that has not been updated or edited after June 28, 2025

2. General description of the service

The website www.schoenblick.com is the official site of Hotel Schönblick and targets end users, offering information about the hotel and its surroundings, as well as the ability to book and plan a stay. Below is an overview of the main services offered:

General information about the hotel

Information is provided about the main building and the Amort family, as well as about the Villa Grüntaler annexe. The website also includes details on how to reach the hotel by various means of transport and offers a digital map. In addition, guests can read reviews from other visitors and download the hotel brochure in PDF format.

Room information and booking

The website allows users to view the rooms of both the main building and the annexe, book them directly via the “Book” button, or request a personalised quote using the “Enquiry” button. Guests can also view and book special offers. The site provides the option to pay the deposit online and to take out travel cancellation insurance through a dedicated widget. Gift vouchers for stays or wellness treatments can also be purchased via a widget.

Information about the services offered

The website offers details about hotel services such as cuisine, included services, and the wellness area with saunas, pools, massages, and beauty and wellness treatments. Treatments can be booked directly online, and wellness packages can be downloaded in PDF format.

Activities and culture

In the “Gastronomy” section of the website, users will find typical South Tyrolean recipes. The site also provides information about the Rodeneck–Lüsen Alpine pasture, the “Almencard Plus” advantage card, and a range of summer and winter activities, including hiking, cycling, cross-country skiing, alpine skiing, and snowboarding. A holiday guide from the Gitschberg Jochtal holiday area is also available in English. Weather widgets and various webcams are integrated as well.

Contacts and assistance

The website lists the hotel’s telephone number and e-mail address. By clicking the “Enquiry” button, users can access a form to request quotes or additional information. Guests can also subscribe to the hotel newsletter to stay updated on news and current offers. Unsubscribing is possible at any time.

3. Functioning of the services

The website is accessible from desktop computers, tablets, and smartphones using a standard web browser. No user registration is required to access the website’s services. The features can be used freely as follows:

- To access the information sections, click the links in the main menu.
- To book a room, click the “Book” button in the main menu or below each room description. A new tab will open where you can complete your booking.
- To send an enquiry, click the “Enquiry” button in the main menu or below each room description. Fill in the form and click “Send enquiry”.

- To access the widget for paying the deposit and taking out travel insurance, use the “Payments” link located in the footer of the page.
- To view the offers, use the “Offers” link in the main menu or browse the offers in the footer. By clicking “Details”, you will be taken to the subpage of each offer, where you can book it or send an enquiry.
- To access the information in the holiday guide, use the dedicated link in the main menu and click on the various images.
- To book a wellness treatment or massage, click the “Add to enquiry list” link in the description of each treatment or massage. The selected treatment will be added to the cart. By clicking the cart status message in the lower-left corner, you can modify your selection. With the “Request treatments” button, you will reach the form to finalise your booking. Alternatively, you can access the form through the “Treatment request” link in the main menu. In this case, select the desired treatment from the list in the “Treatment” field.
- For additional downloadable information, use the “Brochures” link in the main menu and click the button for the document you wish to download.
- To subscribe to the newsletter, use the dedicated widget in the footer. The subscription form will open automatically.

4. Compliance with accessibility requirements

Hotel Schönblick has implemented solutions to make its website accessible and compatible with assistive technologies, with the aim of improving usability for all users.

The accessibility features implemented include, but are not limited to:

- Compatibility with assistive technologies (e.g. NVDA, JAWS)
- Keyboard navigation
- Adequate colour contrast
- Text alternatives for graphic and multimedia content
- Zoom and text resizing
- Skip links
- Forms and input fields with clear labels to facilitate interaction

Compliance status

To determine the site's compliance status, the guidelines and self-assessment model developed by AgID were used. A technical audit carried out by an accessibility expert produced the following result, based on the date of drafting or update of this statement.

The current compliance status of the website is: partially compliant.

Despite the work carried out, the website is currently only partially compliant with the requirements outlined in Appendix A of the UNI CEI EN 301549 standard, due to the following non-conformities.

- Some elements, such as webcams, widgets and the holiday guide, do not provide text alternatives for the images displayed.
- Some elements may not correctly convey their purpose and function to screen reader users.
- The purpose of certain input fields may not be clearly identifiable.
- Some elements cannot be navigated via keyboard and do not receive focus.

The PDF files available for download on the website do not comply with the requirements of Chapter 10 “Non-Web Documents”, as they do not meet the following criteria of the UNI CEI EN 301549 standard:

- 10.1.1.1 Non-text content
- 10.1.3.1 Information and relationships
- 10.1.4.3 Minimum contrast
- 10.1.4.11 Non-text contrast
- 10.2.4.2 Document title
- 10.2.4.6 Headings and labels
- 10.3.1.1 Language of document
- 10.3.1.2 Language of parts

The PDF files may therefore not be accessible to users who rely on a screen reader.

5. Service delivery and accessibility monitoring process

Hotel Schönblick has dedicated specific attention to the service delivery process to meet digital accessibility requirements, also relying on external consultants for the following tasks:

- Technical verification of website accessibility through a gap analysis
- Correction of code-based non-conformities
- Preparation of public-facing accessibility documentation

As required by current legislation, Hotel Schönblick periodically conducts technical checks to ensure the long-term accessibility of the website and to implement improvements, including those based on user feedback.

The technical checks are carried out by an external accessibility specialist using the most up-to-date tools in line with current regulations. The status of compliance is reviewed through semi-automated code analysis, manual user testing, and the use of assistive technologies.

6. Support and problem reporting

If you encounter difficulty accessing website content or functionality, or need further assistance, you can send a message to the following email address:
info@schoenblick.com

Please include the following details in your message:

- Full name
- Web page address or section concerned
- Clear and concise description of the problem encountered
- Tools used (operating system, browser, assistive technology)
- Any suggestions to improve accessibility

All reports will be handled as quickly as possible and will help improve the website's accessibility over time.