



# Declaration of Conformity for Accessibility

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## 1. Declaration on Accessibility

The MY SPA guest booking route is an online booking portal for spa and leisure offers.

This declaration on accessibility applies to the website of the respective hotel or SPA operator at: [.../myspa/spabooking.php](#) (booking platform for wellness appointments)

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## 2. General Description of the Service

The booking portal enables guests of hotels and DAY SPAs to book wellness and leisure offers digitally. Functions of the portal:

- Login with hotel reservation data or account creation
  - Calendar-based booking of activities
  - Automatic booking confirmation by e-mail
  - Optimised for mobile and stationary devices
  - The booking can be a pure appointment reservation or include a payment function
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## 3. Legal Requirements

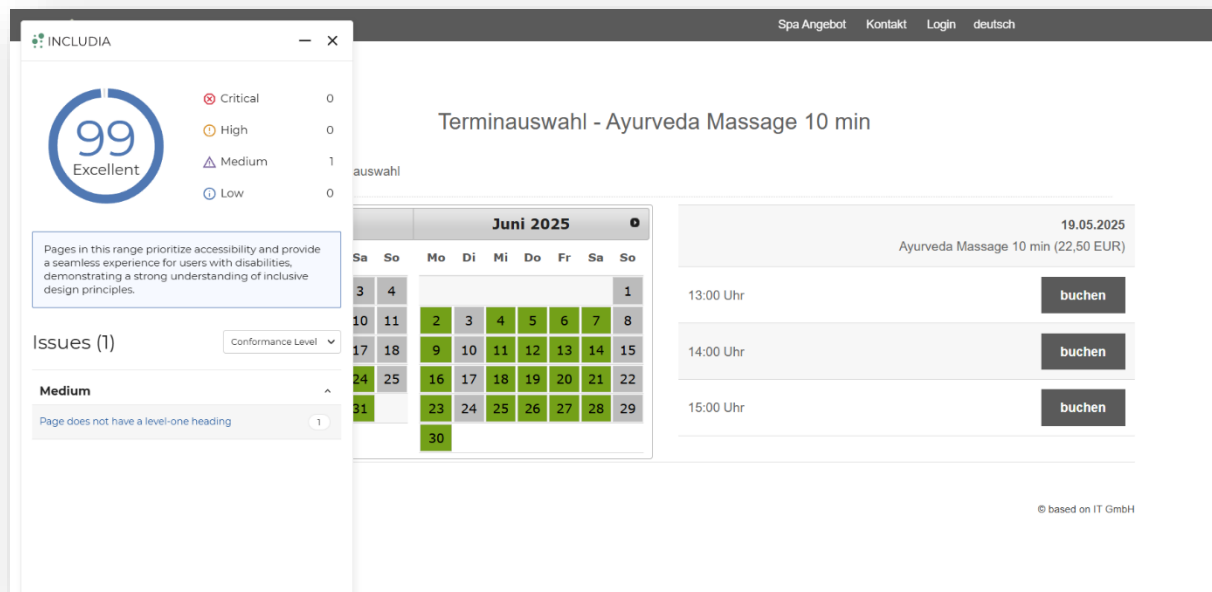
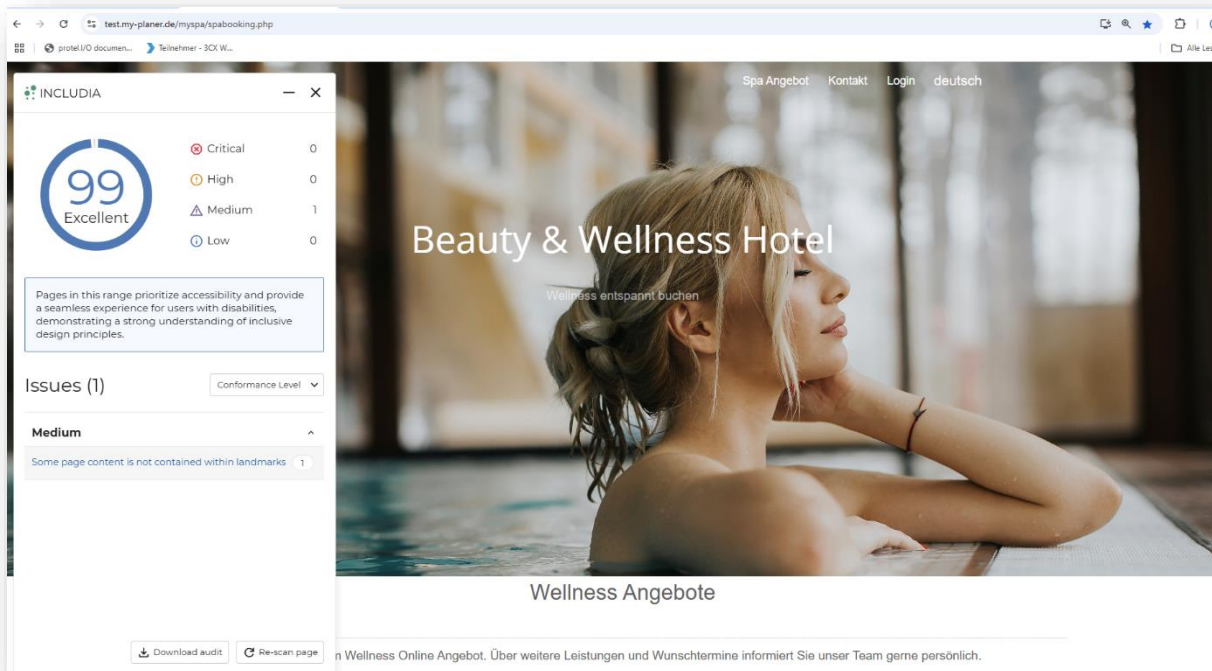
This declaration is made on the basis of:

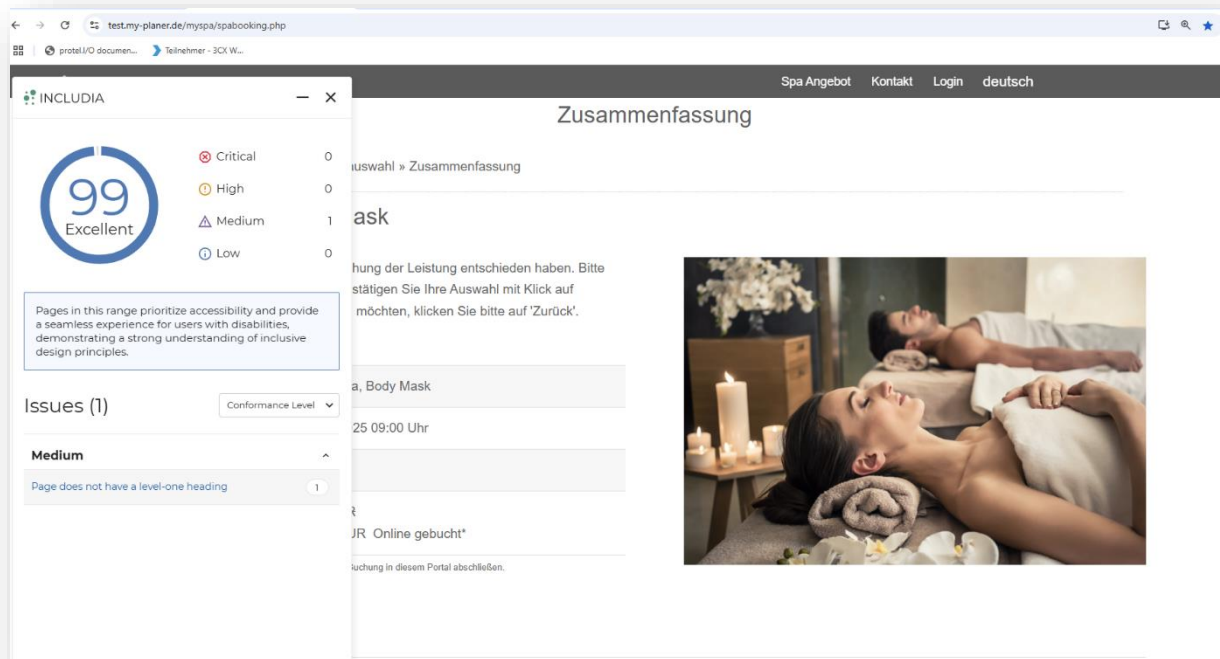
- Directive (EU) 2016/2102 on the accessibility of websites
  - EN 301 549 V3.2.1 (2021-03)
  - Barrier-free Information Technology Ordinance (BITV 2.0) (voluntary orientation)
  - Section 12a BGG, insofar as the system is used by public bodies
  - The aim is to organise the offer in such a way that it is also fully accessible for people with disabilities.
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## 4. Status of Compatibility with the Requirements

In May 2025, a technical self-audit was carried out using Google Chrome Accessibility Audit (Lighthouse). An accessibility score of 99% was achieved. In addition, manual tests were carried out by our developers and together with people with visual impairments to assess actual usability in practice.

The following views may vary depending on the customisation of the respective hotel or SPA operator:





### Content that is not fully accessible

Some pages are missing <h1> headings or complete landmark structures (e.g. <main>, <nav>), which can impair use with screen readers.

The improvement of the semantic structure is planned for further development.

## 5. Consumer Information in Accordance with Article 246 EGBGB

When a booking is made via this portal, a binding contract is concluded between the end customer and the respective spa/hotel provider. This contract regulates the utilisation of the selected service (e.g. massage, course, treatment) at the selected time.

Essential information:

- The provider's cancellation conditions must be actively confirmed during the booking process.
- These conditions will be made available again in full in the booking confirmation email.
- There are no hidden costs, as all relevant information (service, date, costs) is displayed before the booking is finalised.
- The contract is concluded by finalising the online booking.

If chargeable bookings are processed directly via the portal, the information obligations pursuant to Article 246 §§ 1-3 EGBGB are fully implemented. This includes, among other things:

- Clear price information incl. taxes
- Information on payment processing
- Cancellation policy, if required by law
- Overview of the steps involved in concluding the contract
- Correction option before sending the booking

## 6. Preparation of this Declaration

This declaration was prepared on 1 June 2025.

The assessment of the website's compliance with accessibility requirements is based on

- Automated audit with Google Lighthouse
- Manual testing by developers
- User tests with people with visual impairments

Last assessment 30.5.2025

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## 7. Feedback and Contact

If you notice any barriers on our website or require information that is not accessible, please contact us:

**based on IT GmbH**

E-Mail: [systems@based-on-it.de](mailto:systems@based-on-it.de)

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## 8. Arbitration Procedure

If you do not receive a satisfactory response to your comments or enquiries regarding the accessibility of our website, you can contact the arbitration board in accordance with Section 16 BGG:

**Schlichtungsstelle BGG beim Bundesbeauftragten für die Belange von Menschen mit Behinderungen**

E-Mail: [info@schlichtungsstelle-bgg.de](mailto:info@schlichtungsstelle-bgg.de)

Web: [www.schlichtungsstelle-bgg.de](http://www.schlichtungsstelle-bgg.de)

Telephone: +49 (0)30 18 527-2805