

Accessibility Statement

Dublin Airport is committed to making its mobile application accessible, in accordance with European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020.

Compliance Status

These pages are **partially compliant** with Web Content Accessibility Guidelines 2.1 level AA.

Dublin Airport is committed to providing an application that is accessible to the widest possible audience, regardless of technology or ability. We are currently working with IA Labs and NCBI to ensure we meet accessibility standards. We are continually improving the user experience for everyone and adhering to the required accessibility standards.

The Web Content Accessibility Guidelines (WCAG 2.1) defines requirements for designers and developers to improve accessibility for people with disabilities.

Accessible Content

Link Text – we do not use non-contextual link labels like “read more”, “click here”, “learn more”.

Keyboard/Screen reader navigation – we have implemented fixes for any areas where screen reader focus would get stuck in a loop to aid the use of keyboard navigation.

Symbols and icons – all symbols and icons have been given a label which will be read out by a screen reader to ensure needed context is accessible

Non-accessible Content

Keyboard/Screen reader navigation – has not yet been implemented across all parts of the app. We are working to make sure that keyboard and screen reader focus starts at the beginning of each loaded page.

Images – we are currently working through images to add contextual alternative text. Some logos do not have alternative text yet.

Forms – we are currently working on accessibility validation and error handling focus. We are also working to make sure all form elements are labelled and receive correct focus.

Link text – we are working to make sure all links have labels. We will use a unique link name when possible or an ARIA label.

Correctly structured content with good heading usage – we are currently working through all our pages to create logical heading structures.

Preparation of this Accessibility Statement

The Statement was prepared by **IA Labs** where **IA Labs** performed a blend of manual and automated accessibility tests using multiple platforms Windows (JAWS, NVDA), Mac (VoiceOver), iOS (VoiceOver) and Android (TalkBack) and their native accessibility tools. A detailed issue log was created to measure against WCAG 2.1 standards. These issues were presented to the development team who are in the process of amending these issues and bringing the application in to WCAG 2.1 AA compliance.

This statement was **created** by IA Labs in June 2023.

The statement was **last reviewed** in May 2023.

Feedback and Contact Information

If you find any problems not listed on this page, contact appfeedback@dublinairport.com

Enforcement Procedure

If you are not happy with our response or if you want to raise an accessibility issue that is not related to this application, you can make a complaint via our customer experience email address customerexperience@dublinairport.com