

Vivaticket Accessibility Statement

Statement issued on: 27/06/2025, based on third-party evaluation.

Vivaticket S.p.A. (the "Company") is committed to making its website accessible, in accordance with Italian Law No. 4 of January 9, 2004, and Legislative Decree 82/2022.

This accessibility statement applies to the Vivaticket website:

<https://www.vivaticket.com/>

General Information

- **Subject of the statement:** Website
- **Website name:** Vivaticket
- **Technical reference standards used:** WCAG 2.1
- **Compliance status:** Partially compliant

This website is partially compliant with the requirements set out in Appendix A of the UNI CEI EN 301 549 standard due to the non-conformities listed below.

Please note that the Company is not subject to the scope of application of the Stanca Act of January 9, 2004, and this statement has been issued on a voluntary basis. Therefore, the Company commits to addressing the listed non-accessible content in accordance with relevant regulations.

Non-accessible content

- No mechanism is in place to allow users of assistive technologies to skip directly to main content (bypass blocks).
- Some site images lack alternative text or are not marked as decorative to be properly hidden from assistive technologies.
- Pages lack a main heading (H1), and in general, heading structure is not properly implemented.
- In the login form, the email input field does not allow autocomplete.
- In the seat selection map, color is the only method used to convey seat availability, making it difficult for visually impaired users to interpret.
- The system does not fully support zoom or screen rotation on mobile devices. Some components do not adapt well to screen size and require horizontal scrolling. Fixed elements, such as the header, take up excessive space and hinder navigation.

- Some text/background color contrast ratios are insufficient, affecting readability for users with visual impairments.
- In the search bar, keyboard users may get stuck in the input field, preventing further navigation.
- Some interactive elements are not reachable or usable via keyboard navigation.
- In the shopping cart, a time limit is imposed for completing a purchase, but the countdown cannot be paused or extended.
- On the homepage, carousel images autoplay and cannot be paused or restarted.
- On event pages, the "Read more" link does not clearly indicate its destination via an accessible label, which may cause confusion for users of assistive technologies.
- Throughout the site, the keyboard focus indicator is not visible, making it difficult for users to know where they are while navigating.
- On event pages, some English text (e.g., "Vip Pack - Gold Pit - 1st release") is not marked as English, which affects pronunciation by screen readers.
- Some form fields display error messages that do not clearly instruct the user on how to resolve the issue.

Feedback Mechanism – Reporting Accessibility Issues

Users may report accessibility issues at any time by writing to:

accessibility@vivaticket.com

To help us resolve the issue more efficiently, please include the following in your email:

- Full name
- URL or section of the website or app where the issue occurs
- Clear and concise description of the problem encountered
- Tools used (operating system, browser, assistive technologies)

You can view our Privacy Policy at:

<https://shop.vivaticket.com/en/aboutus/privacy>

Reporting to the Agency for Digital Italy (AGID)

If you do not receive a response or find the response unsatisfactory within thirty (30) days of your report, you may forward the issue to AGID using the following link:

<https://www.agid.gov.it/>

Website Information

- **Website publication date:** 20/04/2020
- **Have usability tests been performed?** NO
- **Content Management System (CMS) used:** WebTool and BackViva (proprietary CMS)

Organization Information

- **Number of employees with disabilities:** 8
- **Number of workstations adapted for employees with disabilities:** None