ABC Motel Website
Accessibility Audit Report

Prepared December 4, 2019

[NOTICE: This is a fictitious report of a fictitious company for demonstration purposes only!]

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Background

There are a range of disabilities that can affect computer users, including permanent or temporary impairments to mobility, hearing, sight and cognition. Different people can have different levels of disability and different levels of computer skills. Consequently, it is impossible to anticipate the needs of all users with disabilities in designing online content.

However, there are guidelines and assessment techniques that can address the most common problems. This document will use Web Accessibility Guidelines WCAG 2.1 Levels A and AA as its reference for accessibility.[1]

Many people with disabilities cannot access online material directly using a keyboard and mouse alone. Online material, however, can be read via third party "assistive technology" (AT) programs to make online information more accessible.

A popular AT program, used in this review, is "JAWS for Windows;" it reads aloud the user interface, in order to describe controls, graphics and text. Its functionality is generally a proxy for the programmatic accessibility of a program or website (i.e. ability of a 3rd party tool to read and interpret content).

Assessment Overview

This accessibility assessment is based on findings from a manual evaluation of web pages using AT, keyboard-only access and various system settings. This accessibility assessment is also based on findings from freely available automated accessibility scanning tools on the Internet. The goal is to identify and summarize the issues that can impact the accessibility of the website. The assessment is based on the latest guidelines available, WCAG 2.1, which includes newly added criterion to the Web Content Accessibility Guidelines 2.0 (WCAG 2.0).

Scope of the Evaluation

The accessibility audit of the website was performed by selecting representative page samples of the site and various user-tasks which capture the different page layouts and types of content that may exist on those layouts. While not an exhaustive page-by-page audit, the results demonstrate the overall accessibility of the site and the types of accessibility issues that currently exist. Using this information, current issues can be addressed by applying the feedback from this review across the entire site. Additionally, best practices can be put into place to avoid introducing future accessibility issues as new content is added and updates to the site design are implemented. Taking into consideration accessibility at design time is always the most cost and time effective approach to creating accessible web content.

The following table outlines the pages selected for this audit:

No.	Description	URL
1	Home Page	http://abcmotel.com/
2	Availability-Reservations	http://abcmotel.com/availability-reservations
3	Room Rates	http://abcmotel.com/rooms-rates

[1] The Web Content Accessibility Guidelines Working Group, which includes representation from industry, disability communities, accessibility research and government, has developed a set of standards for HTML to make webpages accessible (WCAG 2.1).

4	Directions	http://abcmotel.com/directions
5	Room Images	http://abcmotel.com/room-images
6	Accessibility Statement	http://abcmotel.com/accessibility
7	Standard Queen	http://abcmotel.com/queen

The following user-tasks were selected for this audit:

No.	Description	URL
1	Begin reservation process	http://abcmotel.com/search/abc-motel
2	Step 1: Dates	Select dates of visit
3	Step 2: Accommodations	Review and select room choice
4	Step 3: Confirmation	Enter contact, address, billing, etc. information

How to read this report

Testing in this report emphasized compliance with government and/or industry standards. As is the nature of working with any subjective, broad standard, there is no binary "pass/fail" implied. One cannot say that software or websites are "100% compliant". One *can* say that they make complying with published standards, and accessibility of their website and services in general, a priority.

Applicable standards will be called out as appropriate. Except where noted, assume that issues presented here are general to the site, and not page specific. Further, these issues can often be addressed systematically via style sheets or by update of common code.

It is recommended that all issues in this report be addressed but priority given to those issues that are noted as [Blocking] or [Critical].

Context and assumptions

Unless otherwise noted, major scenarios and user interfaces are working correctly for keyboard access and system settings. The same applies for compatibility with AT such as JAWS for Windows.

The following operating systems, and mix of internet browsers and assistive technologies were used for the audit:

- Client Operating Systems
  - Windows 10
  - IOS
- Internet Browsers
  - Chrome
  - Edge
  - Safari (iOS)
- Assistive Technologies
  - JAWS
  - NVDA
  - Voiceover (iOS)
  - Built-in accessibility features of the OS

Summary

Overview of results

Overall, the website is mostly accessible. While there are some blocking and critical issues most of the site works as expected with a screen reader and other assistive technologies. Keyboard access is supported yet there are issues with the visual indication of focus not being shown. Many images lack appropriate alt text or omit the alt attribute entirely which is a high-risk issue but one that can be easily remediated. Some blocking issues on the mobile version of the website are present and will require coding changes to add support for assistive technologies. While the site does currently make use the IDidItMyWay accessibility plug-in this does not help with screen reader issues, which is the largest reasons for most legal complaints. Addressing the issues in this document will remove the need for the IDidItMyWay plug-in and result in the website being usable by most visitors.

Detailed Audit Results

Following are the details audit results from the accessibility audit. These results represent the types of issues that were identified on the website and should not be considered the only accessibility issues that exist. This information should be used to help content creators and developers be aware of various types of issues to avoid introducing them into the site as well as to review exiting content for similar issues throughout the site beyond the sample pages selected for the audit.

The severity of each issue will be indicated after the issue title. Severity ratings are based on the issue itself along with the anticipated impact on users with and without impairments. The following provides an explanation of the severity ratings:

- **Blocking** = Will prevent some users from accessing content or accomplishing a task.
- **Critical** = May prevent some users from accessing content or accomplishing a task
- **Major** = Will have a significant impact on some users and prevents conformance with accessibility guidelines
- **Minor** = May impact some users negatively but primarily prevents conformance with accessibility guidelines
- **Low** = Not likely to impact a large group of users but prevents conformance with accessibility guidelines

Principle 1 Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1 Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

For more information, please see: Understanding Guideline 1.1. Text Alternatives

Success Criterion 1.1.1 Non-text Content: (Level A)

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.

- **Controls, Input** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)
- **Time-Based Media** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)
- **Test** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

1. Images in page header do not have an Alt attribute. [Blocking]

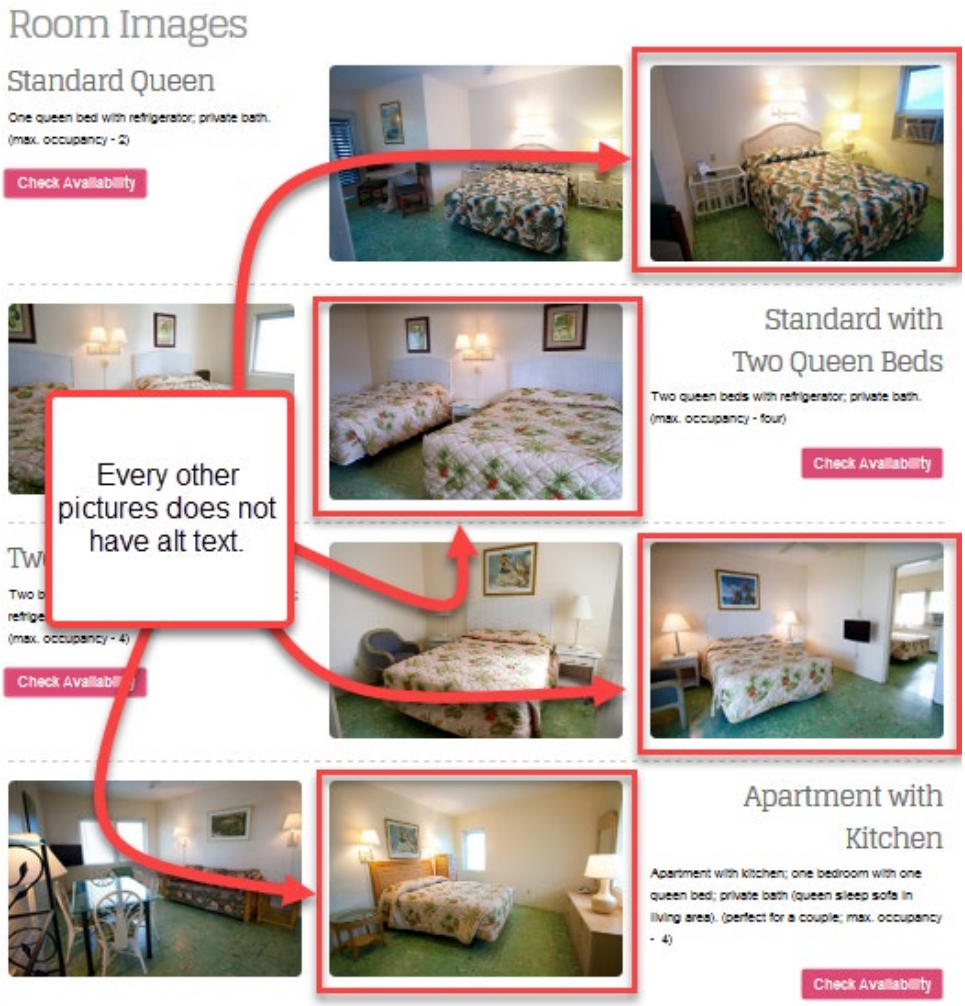
When an image does not include an ALT attribute the image source string is read out by a screen reader. This is not useful to the user and often a very long and cryptic string. Some of these images are also used as links which results in the link text being read out as the image source string. A missing ALT attribute on an image is also something an accessibility scanner will easily identify and creates a high risk of being targeted by a legal complaint. Meaningful ALT text should be provided for all images where the user should be informed of the image. This is marked as blocking because it prevents a user from accessing the social media and email links. Recommended adding ALT text to all images.

Found on page(s):

- All Pages

2. Alt attribute not provided for some room images. [Major]

When an image does not include an ALT attribute the image source string is read out by a screen reader. This is not useful to the user and often a very long and cryptic string. A missing ALT attribute on an image is also something an accessibility scanner will easily identify and creates a high risk of being targeted by a legal complaint. Meaningful ALT text should be provided for all images where the user should be informed of the image.



Found on page(s):

- Room Images

3. Alt attribute not provided on images for pages of room types. [Major]

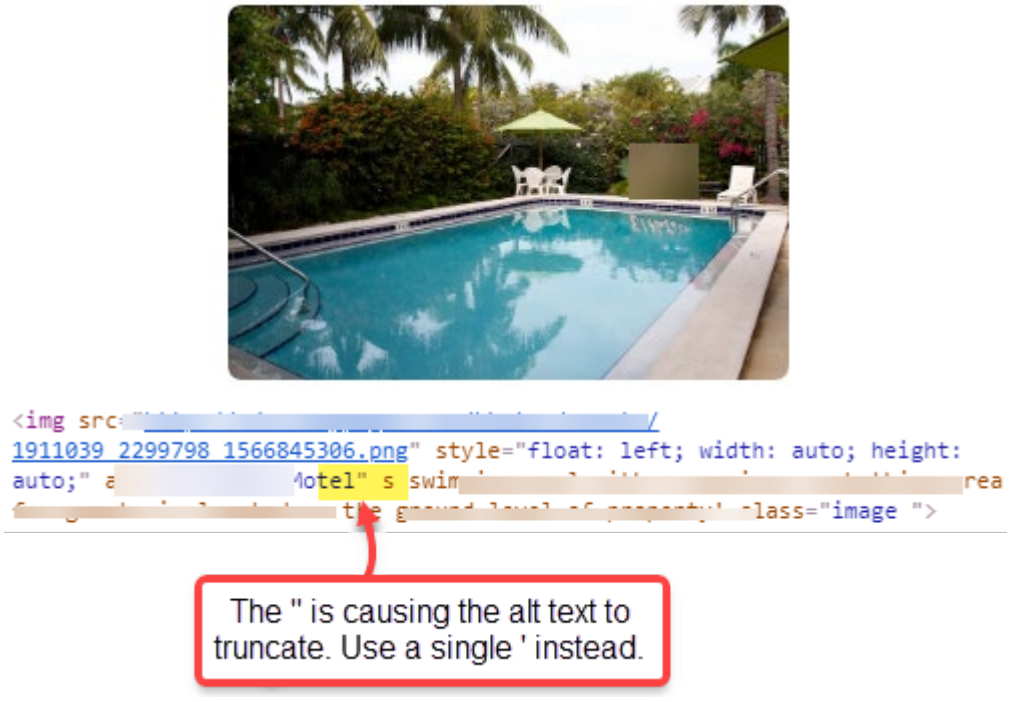
When an image does not include an ALT attribute the image source string is read out by a screen reader. This is not useful to the user and often a very long and cryptic string. A missing ALT attribute on an image is also something an accessibility scanner will easily identify and creates a high risk of being targeted by a legal complaint. Meaningful ALT text should be provided for all images where the user should be informed of the image.

Found on page(s):

- Standard Queen

4. Images with ALT text code error that truncates alt text. [Minor]

An image has alt text but due to a coding error the alt text is truncated. Recommend fixing the coding error so the entire alt text is read.

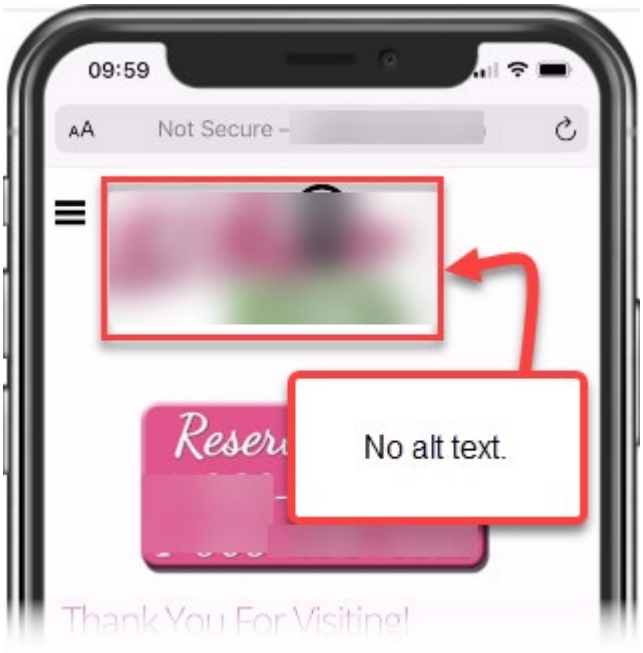


Found on page(s):

- Availability & Reservations

5. Logo image on Mobile does not have an ALT text. [Minor]

On the mobile web layout, the main logo does not have a descriptive alt text. Since the lack of alt text is one of the first things looked for by those seeking to file a legal complaint, we recommend adding appropriate alt text to this image for all page.

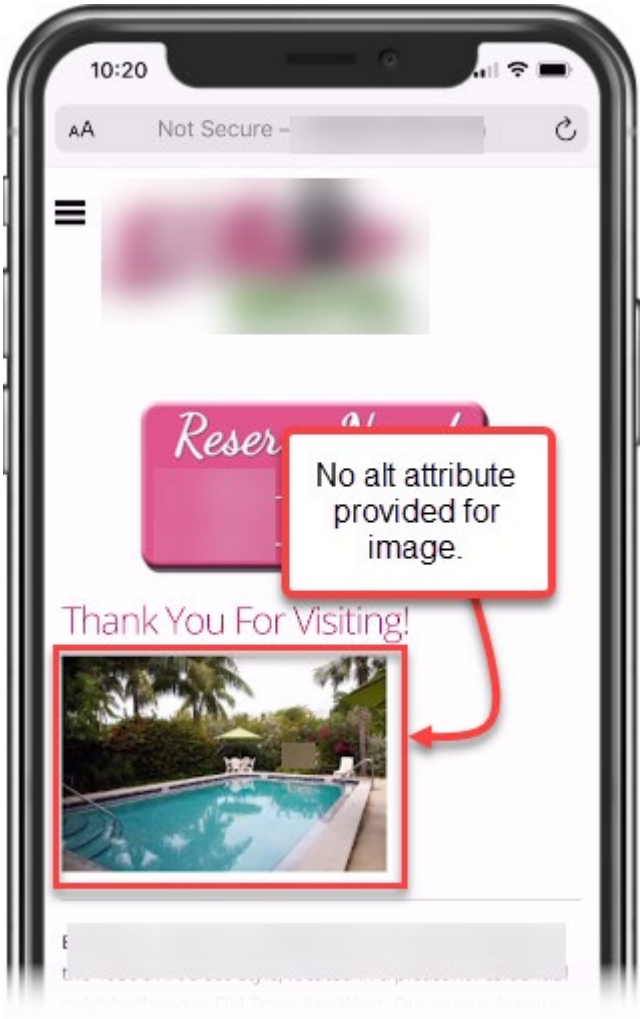


Found on page(s):

- Home
- Availability & Reservations
- Room Rates
- Directions
- Room Images
- Accessibility Statement
- Standard Queen

6. Image on Mobile does not have an ALT attribute. [Minor]

On the mobile web layout, the image of the pool does not have ad alt attribute. Since the lack of alt text is one of the first things looked for by those seeking to file a legal complaint. If this is a decorative image, we recommend adding an empty alt attribute, otherwise provide appropriate alt text.



Found on page(s):

- Home Mobile

7. Images on Mobile Availability & Reservations do not have ALT attributes. [Minor]

On the mobile web layout for the Availability & Reservations (and other mobile pages), the images do not have alt attributes. Since the lack of alt text is one of the first things looked for by those seeking to file a legal complaint. If these are decorative images, we recommend adding empty alt attributes, otherwise provide appropriate alt text.

Found on page(s):

- Availability & Reservations Mobile
- Standard Queen Mobile
- Room Images Mobile

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8. Social Media icons on Mobile do not have ALT attributes. [Critical]

On the mobile web layout footer, there are three social media icon links that do not have alt text. Since the lack of alt text is one of the first things looked for by those seeking to file a legal complaint. Recommend adding appropriate alt text.

Found on page(s):

- Home Mobile
- Availability & Reservations Mobile
- Rooms & Rates Mobile
- Directions Mobile
- Room Images Mobile
- Standard Queen Mobile

Guideline 1.2 Time-based Media

Provide alternatives for time-based media.

For more information, please see: Understanding Guideline 1.2 Time-based Media

Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded): (Level A)

For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:

- **Prerecorded Audio-only** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.
- **Prerecorded Video-only** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Passed, Entire sample passed. No Audio-Only or Video-Only content exist.

Success Criterion 1.2.2 Captions (Prerecorded): (Level A)

Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

9. Promotional video on Home page lacks captioning. [Minor]

The embedded promotional video on the Home page is not captioned. While this video contains no spoken dialog, this criterion requires that captions for non-vocal music be provided. An example of a simple caption that could be added to the video would be:

" ♪ Calm melody with a slow tempo ♪"

Found on page(s):

- Home

Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded): (Level A)

An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

10. An Audio Description or Media Alternative is not provided for promotional video. [Low]

The intent of this Success Criterion is to provide people who are blind or visually impaired access to the visual information in a synchronized media presentation. This Success Criterion describes two approaches, either of which can be used.

One approach is to provide audio description of the video content. The audio description augments the audio portion of the presentation with the information needed when the video portion is not available. During existing pauses in dialogue, audio description provides information about actions, characters, scene changes, and on-screen text that are important and are not described or spoken in the main soundtrack.

The second approach involves providing all the information in the synchronized media (both visual and auditory) in text form. An alternative for time-based media provides a running description of all that is going on in the synchronized media content. The alternative for time-based media reads something like a screenplay or book. Unlike audio description, the description of the video portion is not constrained to just the pauses in the existing dialogue. Full descriptions are provided of all visual information, including visual context, actions and expressions of actors, and any other visual material. In addition, non-speech sounds (laughter, off-screen voices, etc.) are described, and transcripts of all dialogue are included. The sequence of description and dialogue transcripts are the same as the sequence in the synchronized media itself. As a result, the alternative for time-based media can provide a much more complete representation of the synchronized media content than audio description alone.

For the promotional video, describing what is shown in the various scenes either through an audio description or through a text alternative would be required to conform with this criterion. It is important to note that this is noted as a Minor issue.

Found on page(s):

- Home

Success Criterion 1.2.4 Captions (Live): (Level AA)

Captions are provided for all live audio content in synchronized media.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Not present, Entire sample passed. No live audio content present.

Success Criterion 1.2.5 Audio Description (Prerecorded): (Level AA)

Audio description is provided for all prerecorded video content in synchronized media.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

11. An Audio Description is not provided for promotional video. [Low]

This criterion is a stricter version of Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Success Criterion 1.2.3 allows for an Audio Description OR a Media Alternative.

For the promotional video, describing what is shown in the various scenes through only an audio description would conform with this criterion. It is important to note that this is noted as a Low issue.

Found on page(s):

- Home

Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

For more information, please see: Understanding Guideline 1.3 Adaptable

Success Criterion 1.3.1 Info and Relationships: (Level A)

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

For more information, please see:

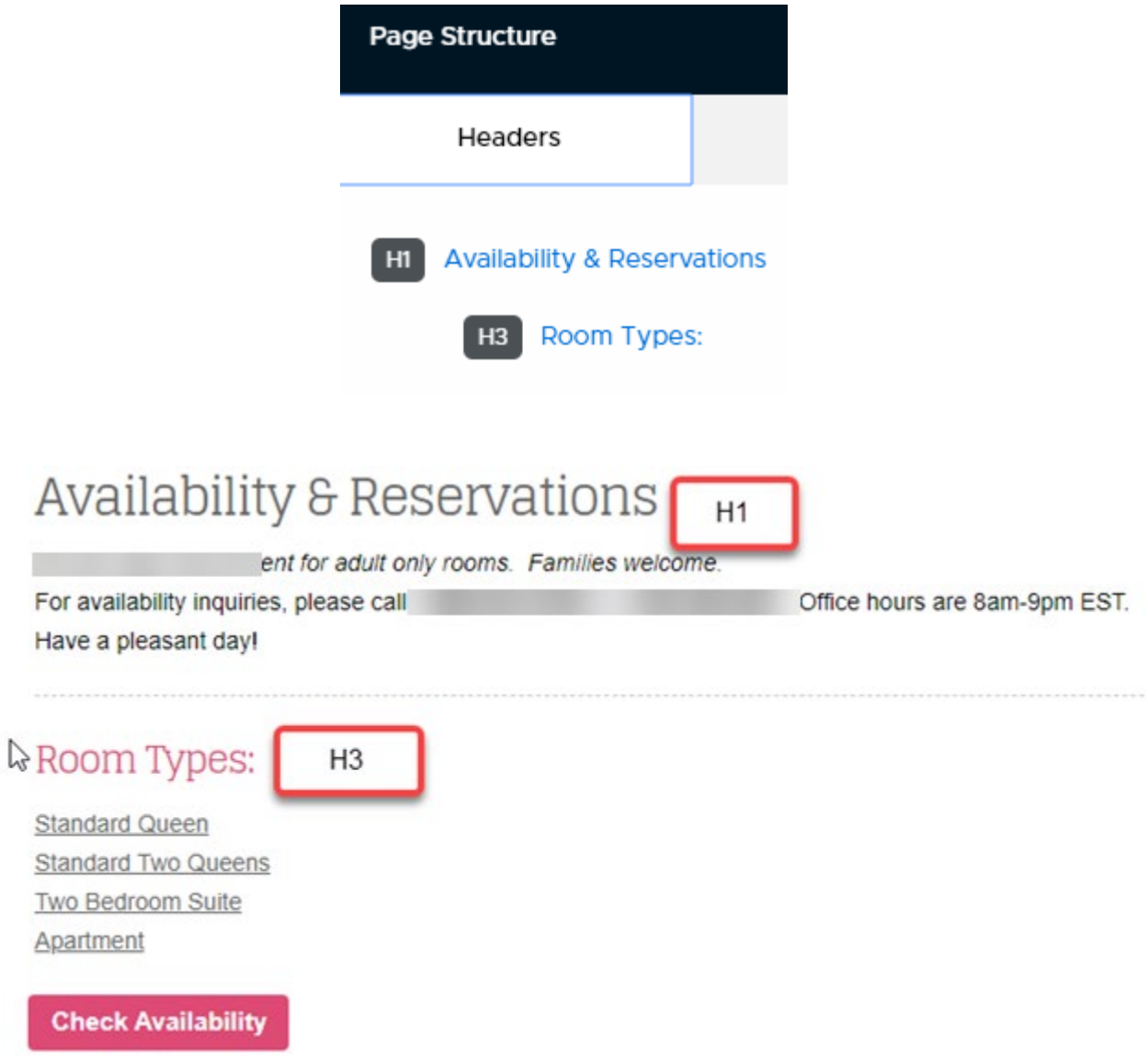
- Understanding
- How to meet

NOTE: Headings on a page provide a visual separation between content and help to outline how the content is related to each other. For web pages heading are defined using the <H> tag. For an assistive technology to benefit from the visual separating and outlining of the content relationship the <H> tags should be used in a hierarchal way. It is widely accepted that a single <H1> tag should identify the start of the main content on the page. If the page has multiple sections of main content, such as a new service landing page, then using multiple <H1> tags may be appropriate. Since the <H1> tag outlines the main content on the page, using an <H2> as the first heading on a page would be appropriate to outline sections of content that may come before the main content, such as navigation sections. Starting a page with anything other than an <H1> or <H2> tag is typically not considered a best practice. Using H tags for formatting purposes only will fail to conform with WCAG.

Identified Issue(s):

12. Heading tags not used properly on Availability & Reservations Page. [Minor]

The page starts with an H1 tag and then jumps to an H3 tag. To adjust this to conform with the accessibility guidelines, make the H3 tag an H2 tag but use styles to maintain the same visual presentation.

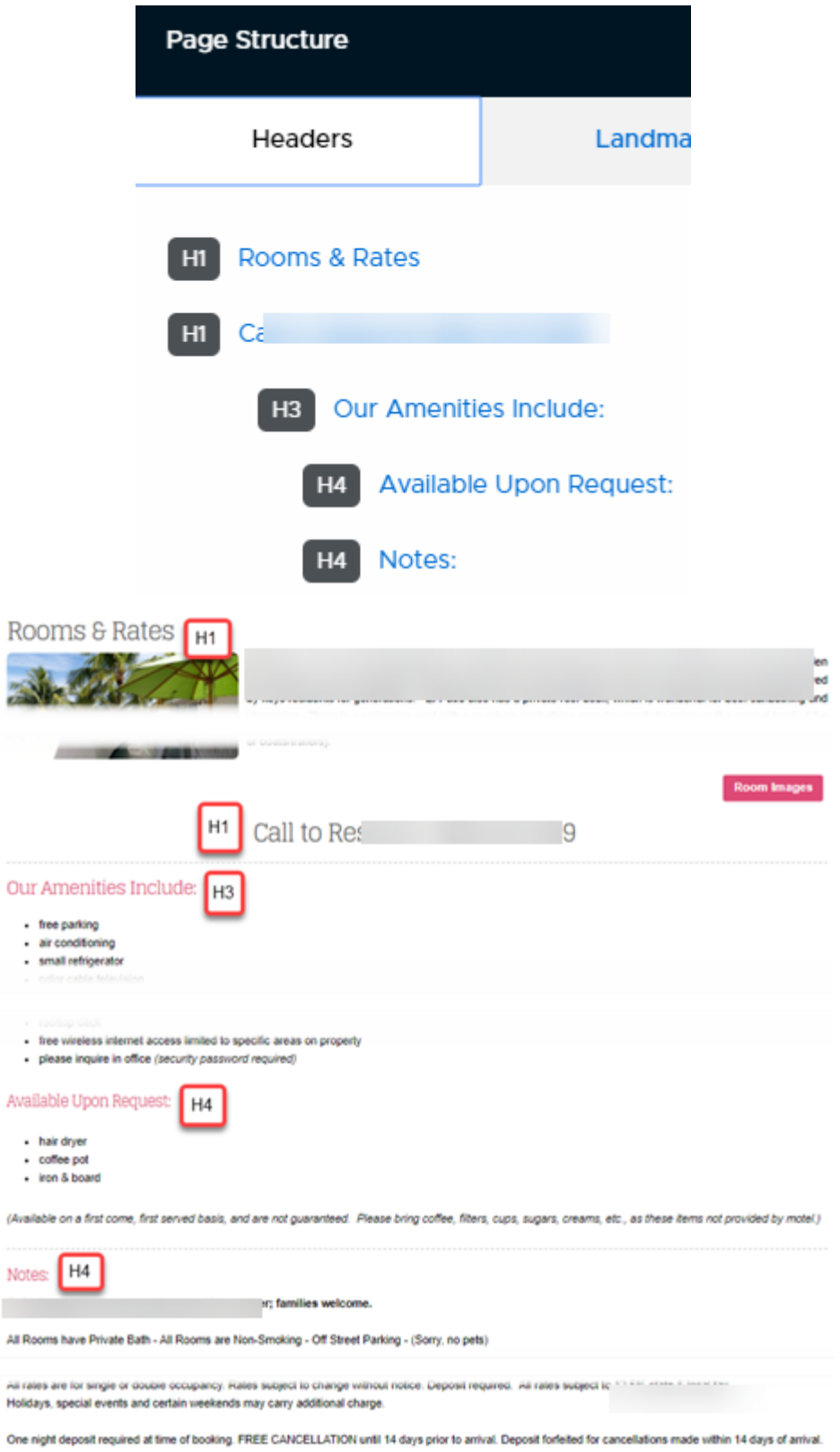


Found on page(s):

- Availability & Reservations

13. Heading tags not used properly on Rooms & Rates Page. [Minor]

The page starts with an H1 tag, jumps to an H3 tag and then to an H4 tag. To adjust this to conform with the accessibility guidelines, remove the second H1 tag, make the H3 tag an H2 tag and the first H4 tag an H3 tag. The last H4 tag should be an H2 tag. Use styles to maintain the same visual presentation.

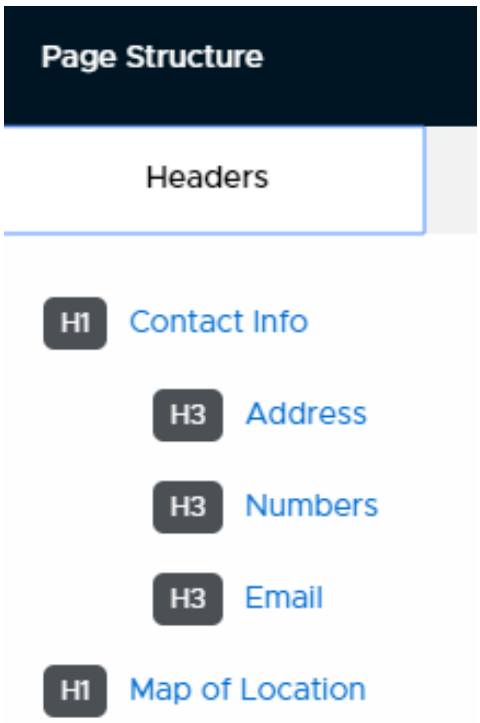


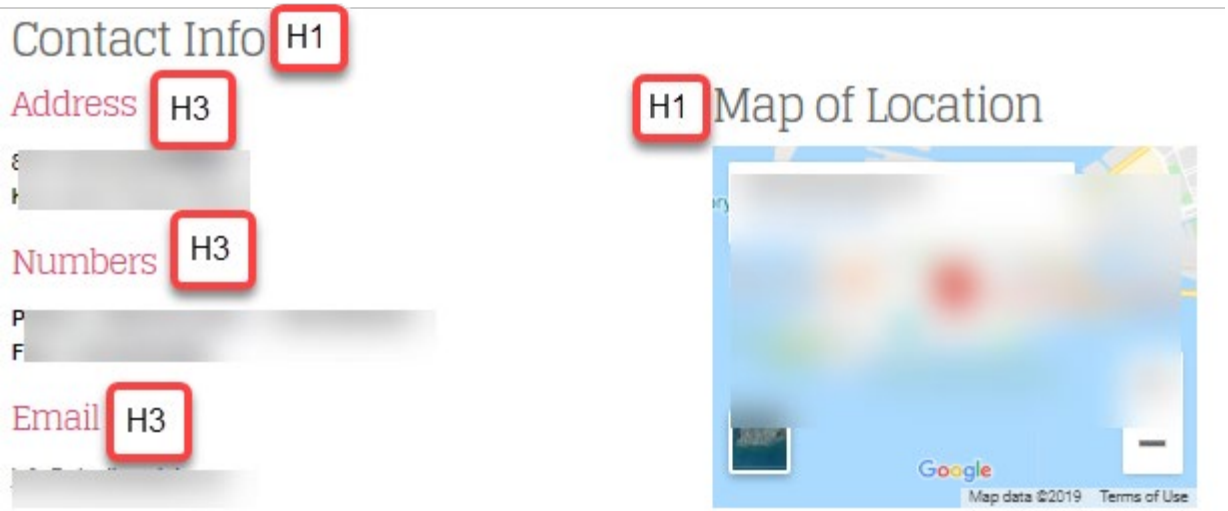
Found on page(s):

- Rooms & Rates

14. Heading tags not used properly on Directions Page. [Minor]

The page starts with an H1 tag and then jumps to H3 tags. To adjust this to conform with the accessibility guidelines, make the H3 tags H2 tags but use styles to maintain the same visual presentation. While you can keep the second H1 tag in place, it is considered a best practice to have only a single H1 tag on a page. Consider changing the second H1 tag to an H2 tag and use CSS styles to maintain the visual display.



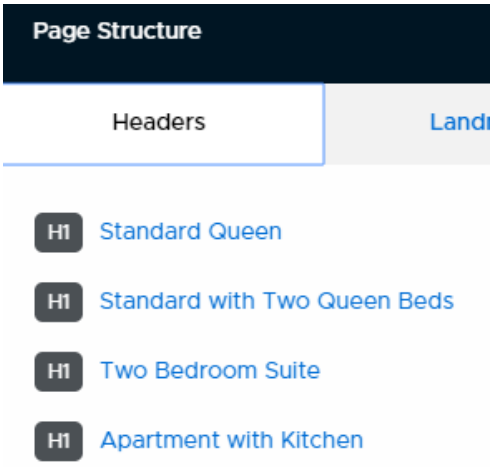


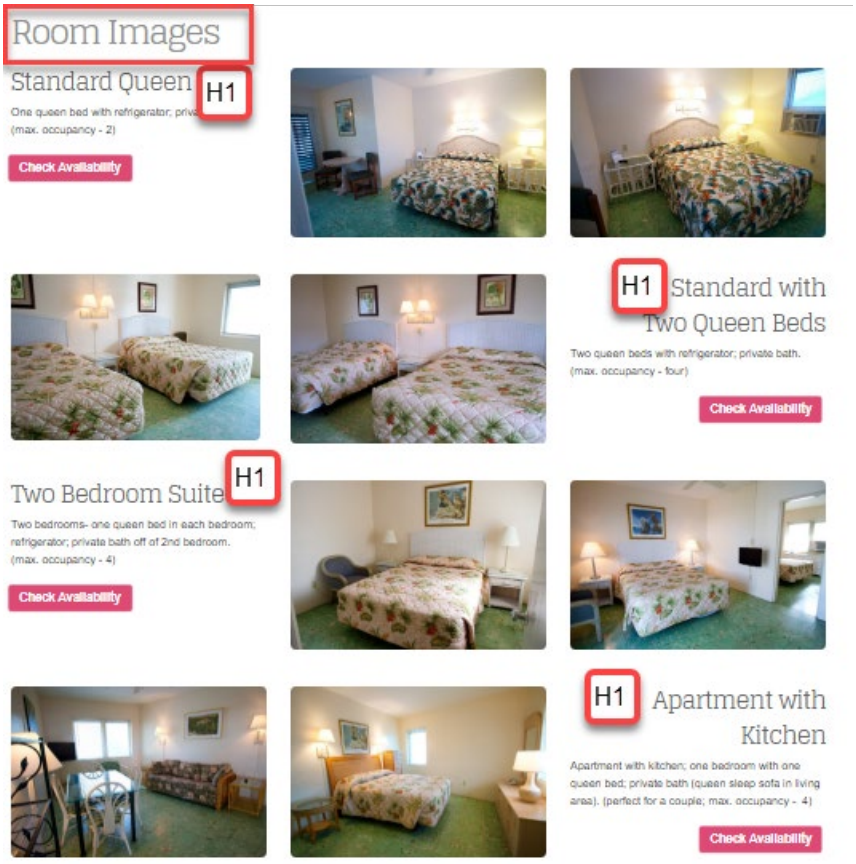
Found on page(s):

- Availability & Reservations

15. Heading tags not used properly on Room Images Page. [Minor]

The page starts skips what should be the H1 tag in keeping with consistence between the other page. The start of each room type is marked as an H1 tag. It is considered a best practice to have only a single H1 tag on a page. Recommend making the text “room Images” the H1 tag, then change the others to H2 tags.



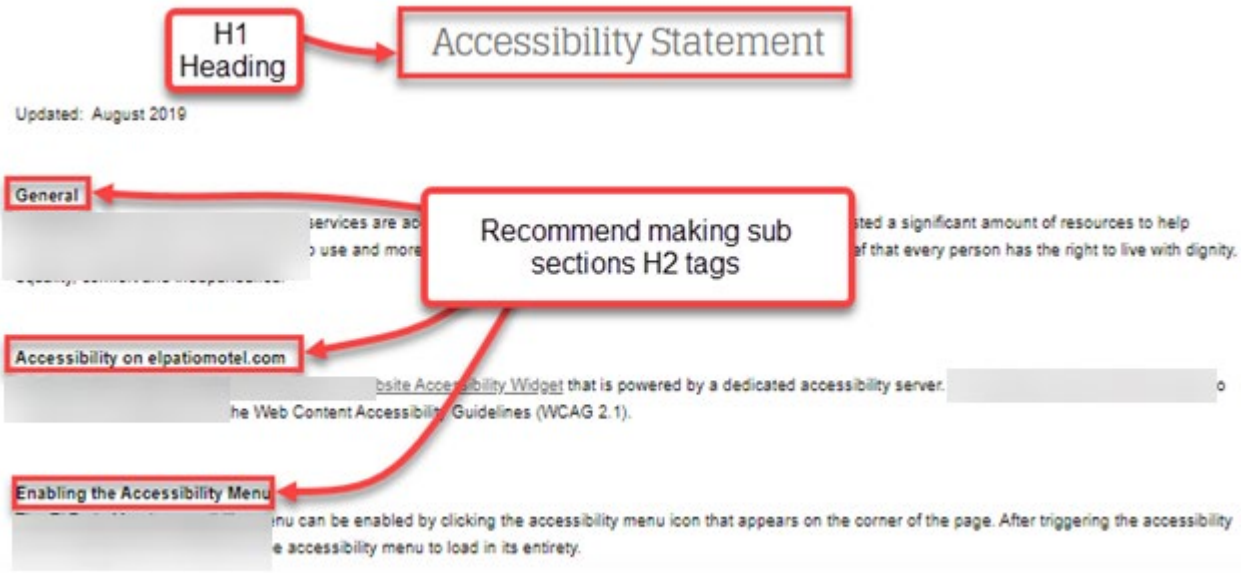


Found on page(s):

- Room Images

16. Heading tags not used properly on Accessibility page. [Low]

On the Accessibility Page there is an H1 tag for the start of the main content. It is followed by a number of subsections on the page which should be marked up as H2 tags to provide the proper Info and Relationships structure on the page. Recommend making subsection headings H2 tags instead of just emphasized text.



NOTE: The Accessibility Statement page cannot be found on Mobile. Add to Mobile and Site Map.

Found on page(s):

- Accessibility Statement

Success Criterion 1.3.2 Meaningful Sequence: (Level A)

When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

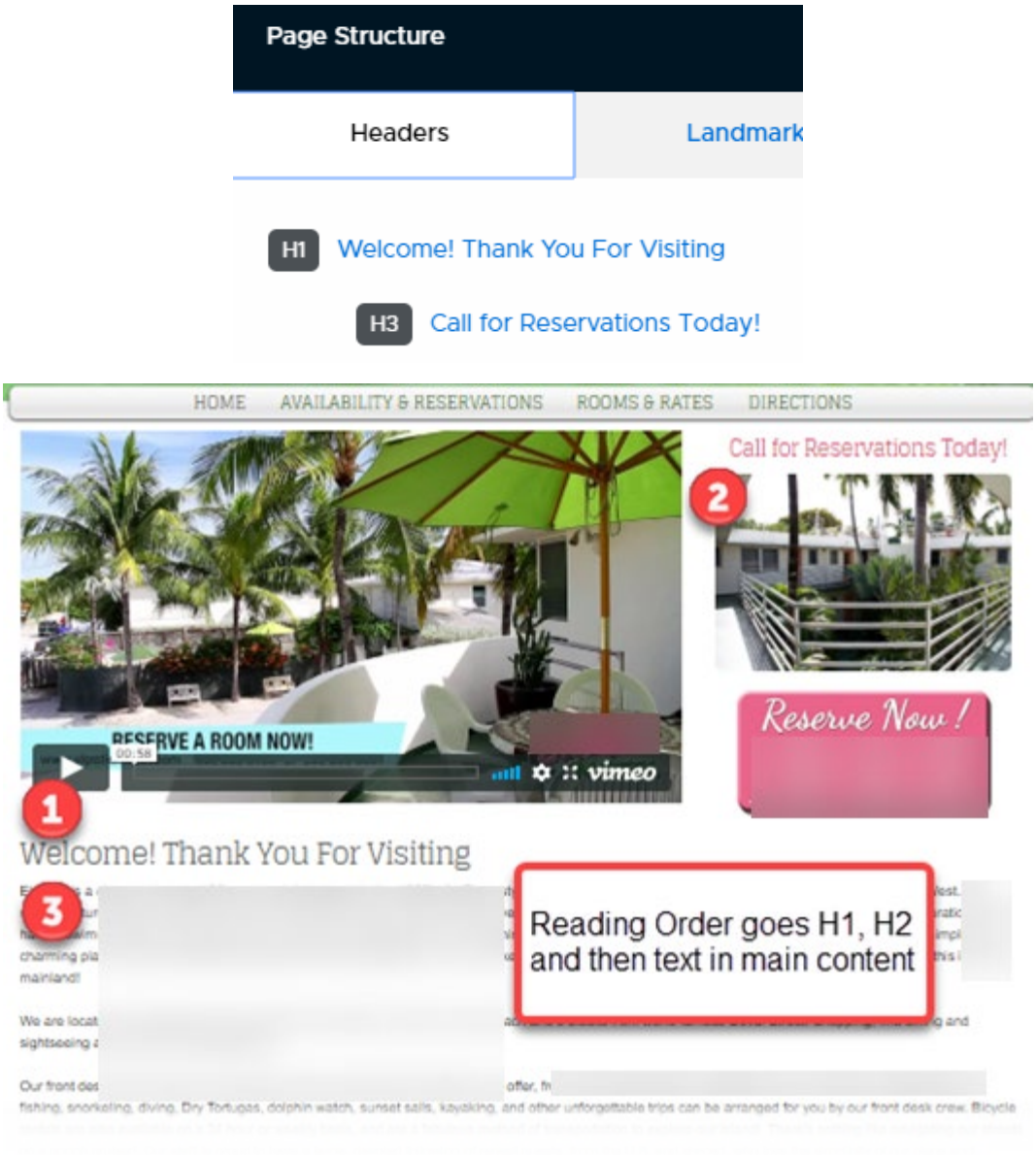
For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

17. Home page reading order misrepresents content relationship. [Minor]

On the home page, the reading order at the main content starts with the H1 tag, then reads to the H3 tag before it continues with the paragraphs. While the use of the header tags violates "1.3.1 Info and Relationships", this bigger issue is the misrepresentation of the reading sequence. Visually this layout makes sense, but programmatically it breaks the sequence and affects the relationship of the content because it puts the paragraphs of text at an H3 level when they should be at the H1 level. This can be addressed by removing the H3 tag and leaving the content in the same reading order, or by adjusting the source order so the content under the existing H3 tag comes after the main content text and then adjusting the H3 tag to be an H2 tag.



Found on page(s):

- Home

Success Criterion 1.3.3 Sensory Characteristics: (Level A)

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Passed, Entire sample passed.

Success Criterion 1.3.4 Orientation: (Level AA)

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.

Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. 1.4.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Passed, Entire sample passed.

Success Criterion 1.3.5 Identify Input Purpose: (Level AA)

The purpose of each input field collecting information about the user can be programmatically determined when:

- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

For more information, please see: Understanding Guideline 1.4 Distinguishable

Success Criterion 1.4.1 Use of Color: (Level A)

Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

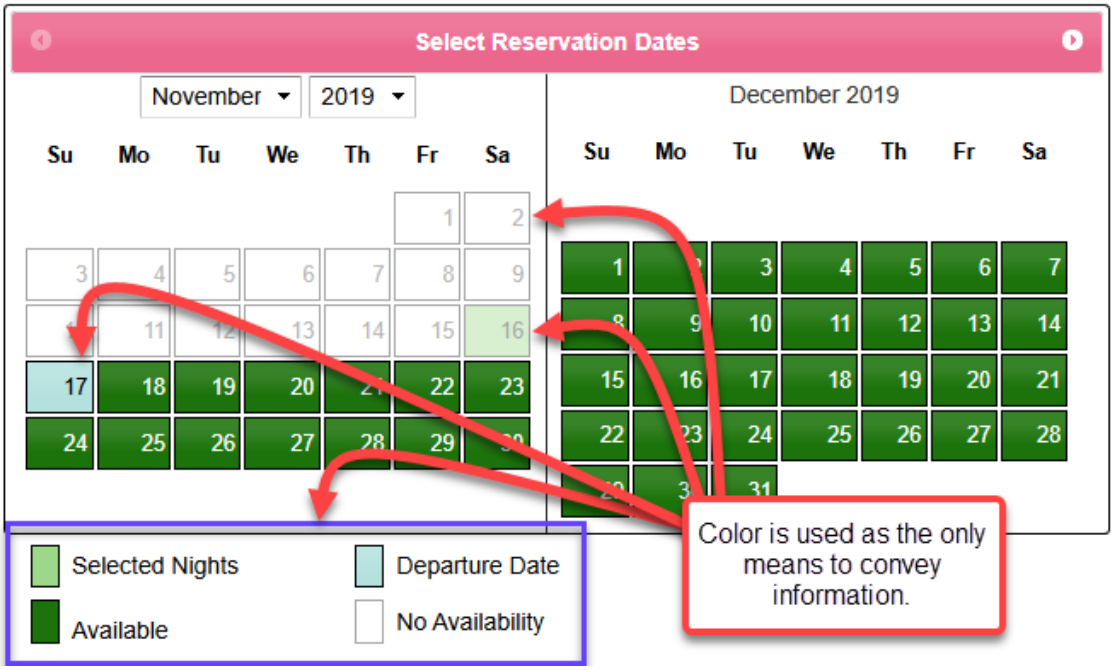
18. Booking pages use color as the only means to convey information. [Blocking]

On the booking site, a calendar is shown with colors to indicate Selected Night, Availability, Departure Date and No Availability. While the selected dates and departure date can be discerned by the screen reader via the Arrive and Depart fields on the page, the Availability and No Availability cannot.

This means a color-blind individual, a completely blind individual or a person using a monochrome display will be unable to discern which dates are available, selected, etc.

For a visual user, there must be something other than color to distinguish the difference. For example, a certain fill patter or included icon could serve this purpose.

For a completely blind user, making use of the Accessible Rich Internet Applications (WAI-ARIA) attributes can provide the same information as presented in color. For example: using aria-selected, aria-label and aria-labelledby.



Found on page(s):

- Booking pages

Success Criterion 1.4.2 Audio Control: (Level A)

If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 1.4.3 Contrast (Minimum): (Level AA)

The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:

- **Large Text** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- **Incidental** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.
- **Logotypes** Text that is part of a logo or brand name has no minimum contrast requirement.

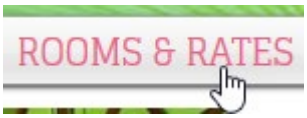
For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

19. Navigation links in page header is out of allowable contrast range. [Minor]

The navigation link in the page header use a pink color on mouse hover. The current contrast ratio is 2.8:1 but should be 3:1 or better based on the text size and weight. While this is barely out of contrast range it still prevents conformance with the accessibility guidelines and is one of the first things identified when an individual is seeking to find fault with a website. Recommend changing the pink color value from #EA638A to #EA578A to achieve 3:1. [1.4.3 Contrast (Minimum)]



Found on page(s):

- All Pages

20. Booking page current step text is out of allowable contrast range. [Minor]

On the Booking pages, the current step in the booking process is highlighted with white text on a pink background. The font sized is 14 point but the text is not bold. This means the contrast ratio should be 4.5:1 but is instead 3.2:1. Suggest making the text for Dates, Accommodations, and Confirmation bold as that will change the required contrast ratio to 3:1 and put the color combination in contrast range. [1.4.3 Contrast (Minimum)]

Found on page(s):

- Booking Pages

Success Criterion 1.4.4 Resize text: (Level AA)

Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 1.4.5 Images of Text: (Level AA)

If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:

- **Customizable** The image of text can be visually customized to the user's requirements;
- **Essential** A particular presentation of text is essential to the information being conveyed.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

21. Image of text used on the home page. [Minor]

If an author can use text to achieve the same visual effect, he or she should present the information as text rather than using an image. This enables people who require a particular visual presentation of text to be able to adjust the text presentation as needed. This includes people who require the text in a particular font size, foreground and background color, font family, line spacing or alignment. On the home page a large image of text is used to communicate the phone numbers to make a reservation. To conform with the accessibility standards this would be better presented as text on the page rather than through an image of text.

Found on page(s):

- Home Page
- Mobile Home Page

22. Images of text used in page banner that are not part of the logo. [Minor]

If an author can use text to achieve the same visual effect, he or she should present the information as text rather than using an image. This enables people who require a particular visual presentation of text to be able to adjust the text presentation as needed. This includes people who require the text in a particular font size, foreground and background color, font family, line spacing or alignment. On the page banner of all pages, there are images of text is used. To conform with the accessibility standards this would be better presented as text on the page rather than through an image of text.

The New York Times

Found on page(s):

- All Pages

Success Criterion 1.4.10 Reflow: (Level AA)

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 CSS pixels;
- Horizontal scrolling content at a height equivalent to 256 CSS pixels.

Except for parts of the content which require two-dimensional layout for usage or meaning.

320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.

Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.

For more information, please see:

- Understanding
- How to meet

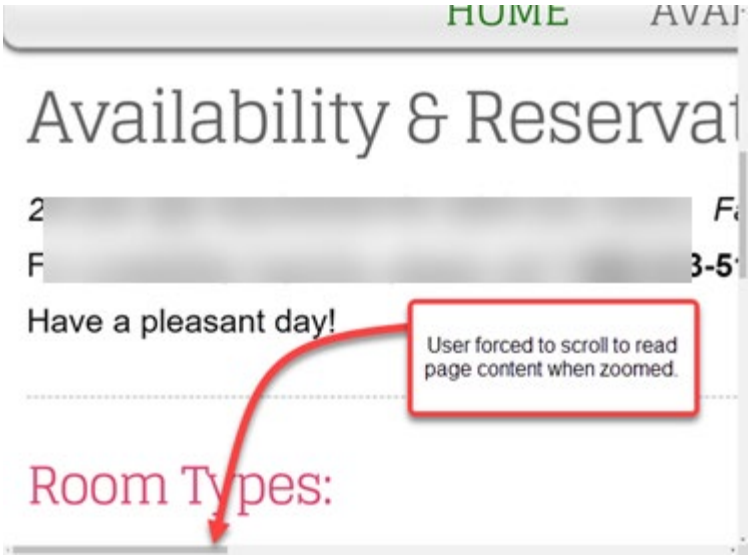
Identified Issue(s):

23. Content does not reflow properly. [Low]

For people with low vision, enlarged text with reflow enables reading. It is critical. Enlargement enables perception of characters. Reflow enables tracking. Tracking is following along lines of text, including getting from the end of one line to the beginning of the next line.

Avoiding the need to scroll in the direction of reading in order to reveal lines that are cut off by the viewport is important, because such scrolling significantly increases the effort required to read. It is also important that content is not hidden off-screen. For example, zooming into a vertically scrolling page should not cause content to be hidden to one side.

All pages require scrolling to read content when zoomed.



Found on page(s):

- Home Page
- Availability-Reservations
- Room Rates
- Directions
- Room Images
- Accessibility Statement
- Standard Queen

Success Criterion 1.4.11 Non-text Contrast: (Level AA)

The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent color(s):

User Interface Components

Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;

Graphical Objects

Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 1.4.12 Text Spacing: (Level AA)

In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

24. Text becomes obscured when user text spacing applied. [Low]

Ensuring that people can override author specified text spacing allows users to improve their reading experience. When content overlaps or becomes obscured when user settings are applied this can prevent users from being able to access the content. The text in question is the tag line in the page header. This will not impact most users and primarily prevents conformance with the criterion.

Found on page(s):

- Home Page
- Availability-Reservations
- Room Rates
- Directions
- Room Images
- Accessibility Statement
- Standard Queen
- Booking Process

Success Criterion 1.4.13 Content on Hover or Focus: (Level AA)

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

Dismissible

A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;

Hoverable

If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;

Persistent

The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML `title` attribute.

Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Principle 2 Operable

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

For more information, please see:

- Understanding Guideline 2.1 Keyboard Accessible

Success Criterion 2.1.1 Keyboard: (Level A)

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

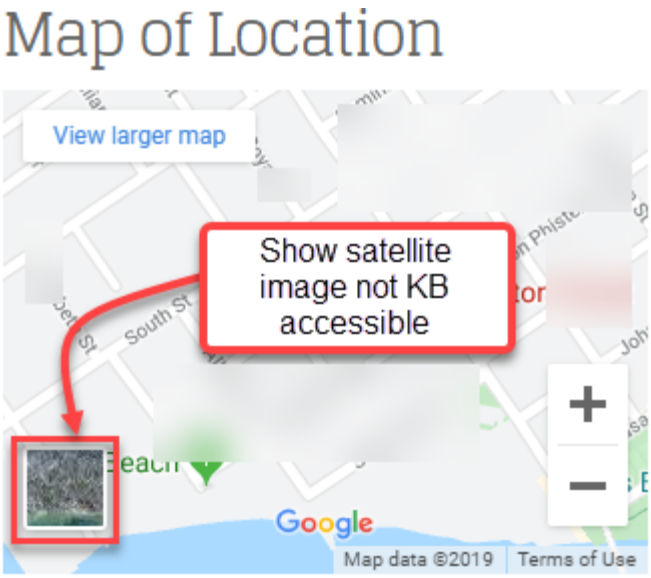
For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

25. Map of Location Show Satellite Imagery button not KB accessible. [Minor]

On the Directions page there is a Map of Location component from Google. Within this component is a button to switch between Satellite imagery and Street Map imagery. This button is not accessible with the keyboard and can only be accessed with the mouse. Since this component is provided by Google it is unlikely an update can be made. Recommend either keeping the component as is knowing that this issue exist or user a direct link to the Google Map site.



Found on page(s):

- Directions

Success Criterion 2.1.2 No Keyboard Trap: (Level A)

If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 2.1.4 Character Key Shortcuts: (Level A)

If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

- **Turn off:** A mechanism is available to turn the shortcut off;
- **Remap:** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);
- **Active only on focus:** The keyboard shortcut for a user interface component is only active when that component has focus.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Guideline 2.2 Enough Time

Provide users enough time to read and use content.

For more information, please see: Understanding Guideline 2.2 Enough Time

Success Criterion 2.2.1 Timing Adjustable: (Level A)

For each time limit that is set by the content, at least one of the following is true:

- **Turn off** The user is allowed to turn off the time limit before encountering it; or
- **Adjust** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
- **Extend** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or
- **Real-time Exception** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or
- **Essential Exception** The time limit is essential and extending it would invalidate the activity; or
- **20 Hour Exception** The time limit is longer than 20 hours.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 2.2.2 Pause, Stop, Hide: (Level A)

For moving, blinking, scrolling, or auto-updating information, all of the following are true:

- **Moving, blinking, scrolling** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- **Auto-updating** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Guideline 2.3 Seizures

Do not design content in a way that is known to cause seizures.

For more information, please see: Understanding Guideline 2.3 Seizures

Success Criterion 2.3.1 Three Flashes or Below Threshold: (Level A)

Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

For more information, please see: Understanding Guideline 2.4 Navigable

Success Criterion 2.4.1 Bypass Blocks: (Level A)

A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.

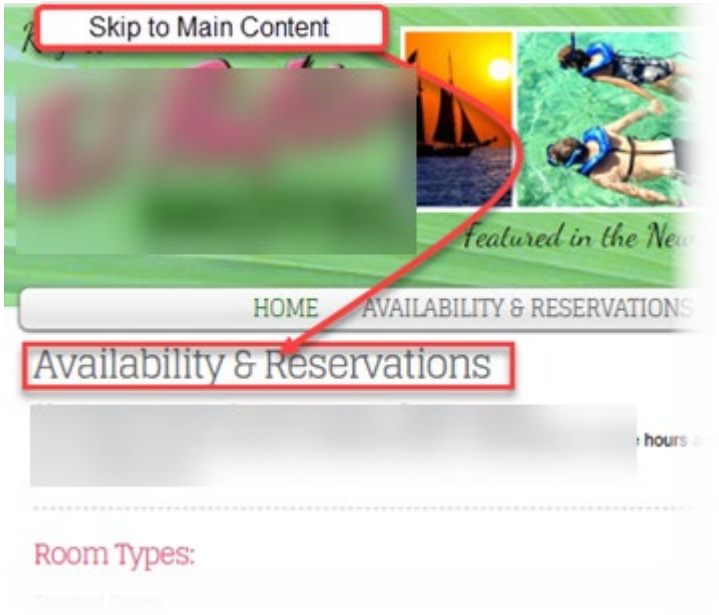
For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

26. No skip to main content link provided. [Major]

While the pages do provide heading tags, which help some assistive technology users to jump past repeated content to the main content on the page, this does not help the keyboard only user to quickly jump to the main content. Recommended adding a skip navigation link to allow keyboard and assistive technology users the ability to jump quickly to main content.



Found on page(s):

- Home
- Availability & Reservations
- Rooms & Rates
- Directions
- Room Images
- Accessibility
- Standard Queen

Success Criterion 2.4.2 Page Titled: (Level A)

Web pages have titles that describe topic or purpose.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

27. Similar Page Titles Exists for Room Rates and Room Images. [Low]

Proper page titles help users find content and orient themselves. Page titles identify the current location without requiring users to read or interpret page content and are the first thing announced by a screen reader.

The Room Rates page has a title of “Rooms and Rates” and the Room Images page has a title of “Rooms & Rates”. These similar titles may confuse some users. Suggest changing Room Images page title to “Room Images”

Found on page(s):

- Room Rates
- Room Images

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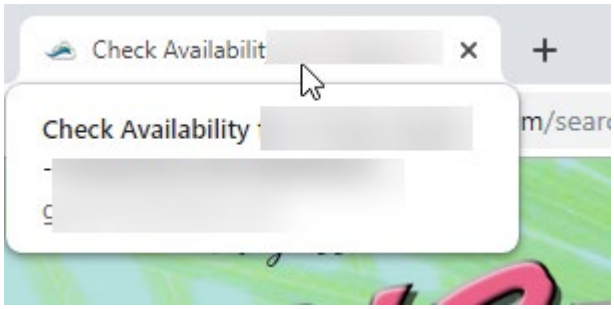
28. Booking process uses same page titles throughout. [Minor]

Proper page titles help users find content and orient themselves. Page titles identify the current location without requiring users to read or interpret page content and are the first thing announced by a screen reader.

On the reservation system, the process of selecting dates, rooms and confirmation all have the same page title. The title is “Availability for ABC Motel - Powered by the RoomzNow Booking Engine”.

Suggest including the current step of the process as part of the title to make it descriptive. For example:

- “Availability for ABC Motel | **Dates** - Powered by the RoomzNow Booking Engine”
- “Availability for BAC Motel | **Accommodations** - Powered by the RoomzNow Booking Engine”
- “Availability for ABC Motel | **Confirmation** - Powered by the RoomzNow Booking Engine”



Found on page(s):

- Booking

Success Criterion 2.4.3 Focus Order: (Level A)

If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

29. Keyboard input focus order doesn’t follow visual presentation. [Minor]

When a user is tabbing through the content on the page with a keyboard, the tab order is expected to follow the visual layout. For English pages this is expected to generally be from top-down and left-

right. Currently, the top-level navigation elements do not follow the visually order when tabbing though the content. Recommend have the order of focus match the visually displayed order.

Found on page(s):

- All Pages

Success Criterion 2.4.4 Link Purpose (In Context): (Level A)

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Passed, Entire sample passed.

Success Criterion 2.4.5 Multiple Ways: (Level AA)

More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

30. Web pages provide only a single method of locating content. [Minor]

Providing multiple ways for a visitor to locate content in a manner that best meets their needs. Users may find one technique easier or more comprehensible to use than another. Even small sites should provide users some means of orientation. Currently, the site only provides a single method to located content and that is through links on the page.

Recommend adding a site map page and placing the link to the site map in the footer of the page templates as this would suffice in conforming with this criterion.

[No screen capture provided]

Found on page(s):

- Home Page
- Availability-Reservations
- Room Rates
- Directions
- Room Images
- Accessibility Statement
- Standard Queen

Success Criterion 2.4.6 Headings and Labels: (Level AA)

Headings and labels describe topic or purpose.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Passed, Entire sample passed.

Success Criterion 2.4.7 Focus Visible: (Level AA)

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

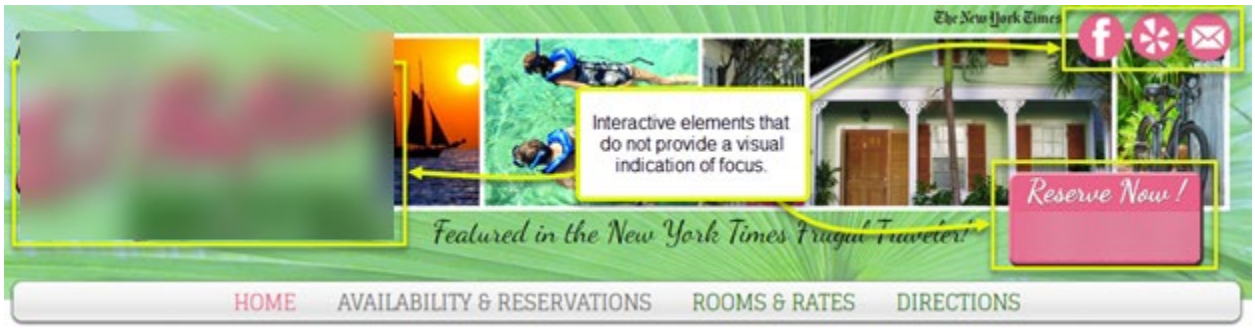
For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

31. Page header lacks visual indication of keyboard focus. [Critical]

The page header appears on all page and has focusable content. When using a keyboard there is not visual indication provided for when these elements have focus. This can prevent a keyboard only user from accessing these features.

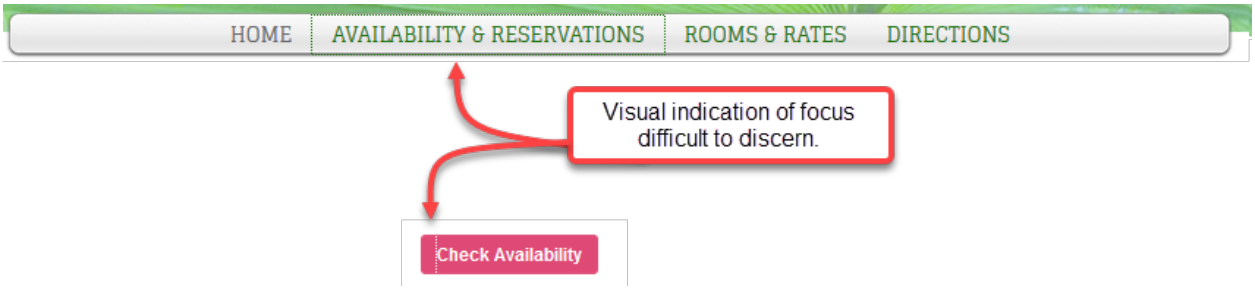


Found on page(s):

- All pages

32. Keyboard visual indication of focus left to user agent default. [Minor]

If a page is not styled to highlight the visual indication of current keyboard focus, the user agent (aka browser) will use its default method of visually indicating keyboard focus. Often this default setting is not discernable and can prevent many users from knowing where the current keyboard focus is on the page. Recommend styling links and interactive elements to provide a discernable indication of focus for all user agents.



Found on page(s):

- All pages

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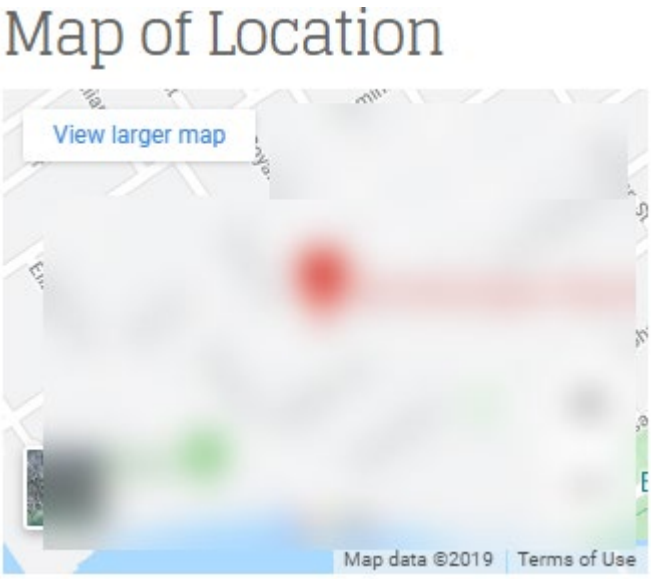
33. Map of Locations loses visual indication of keyboard focus for a few tabs. [Minor]

On the Directions page there is a Map of Location which is provided by Google. When tabbing into this map control the visual indication of keyboard focus disappears for two-tab keystrokes on entry and two-tab keystrokes prior to exiting the control. There doesn't appear to be any commands or actions associated with the elements that have focus during that time. This could cause confusion for a keyboard only user or an assistive technology user. Since this is Google sourced code it is unlikely any updates to the component can be made to address this issue. Recommendation is to either leave the control as is knowing this issue exists or convert the component to a link that directs the user directly to the Google Maps site. NOTE: This issue does not happen on mobile.



Found on page(s):

- Directions

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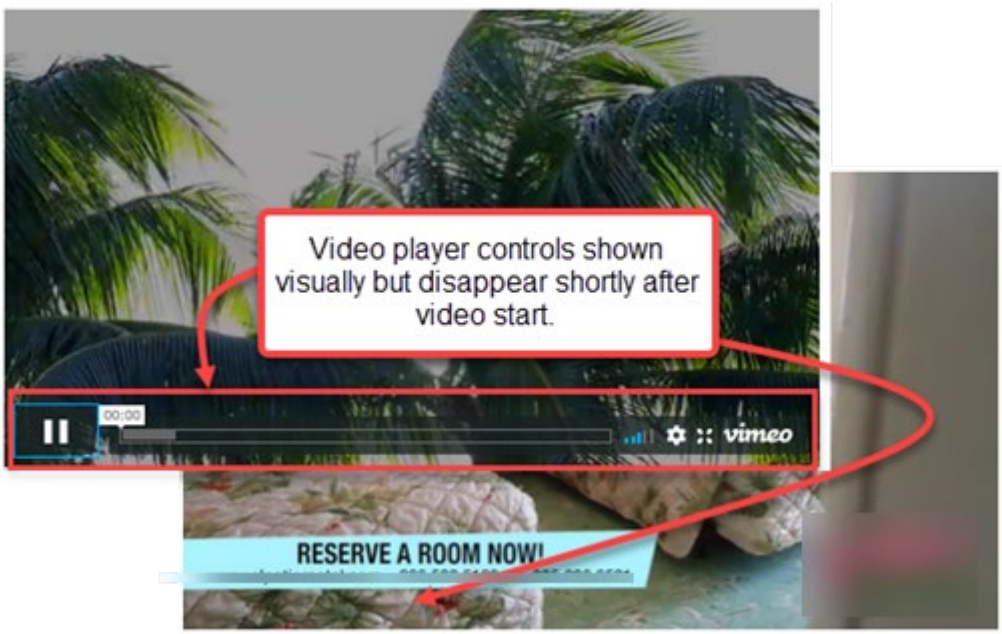
34. Video player controls disappear shortly after video starts. [Minor]

On the home page there is a Vimeo video player. Visual indication of focus is provided for the player controls but once the video is started, those controls disappear visually after a few moments. Tabbing back to those controls does not cause them to reappear visually. Only using the mouse to hover over the video causes the controls to reappear. The controls are still there and usable via the keyboard, just not visible. Since this is a Vimeo component it is unlikely this can be updated. Recommend leaving as is but knowing that this corner case issue is present.



Found on page(s):

- Home

Guideline 2.5 Input Modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

For more information, please see: Understanding Guideline 2.5 Input Modalities

Success Criterion 2.5.1 Pointer Gestures: (Level A)

All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.

This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 2.5.2 Pointer Cancellation: (Level A)

For functionality that can be operated using a single pointer, at least one of the following is true:

- **No Down-Event:** The down-event of the pointer is not used to execute any part of the function;
- **Abort or Undo:** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;
- **Up Reversal:** The up-event reverses any outcome of the preceding down-event;
- **Essential:** Completing the function on the down-event is essential.

Functions that emulate a keyboard or numeric keypad key press are considered essential.

This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 2.5.3 Label in Name: (Level A)

For user interface components with labels that include text or images of text, the name contains the text that is presented visually.

A best practice is to have the text of the label at the start of the name.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 2.5.4 Motion Actuation: (Level A)

Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:

Supported Interface

The motion is used to operate functionality through an accessibility supported interface;

Essential

The motion is essential for the function and doing so would invalidate the activity.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Principle 3 Understandable

Information and the operation of user interface must be understandable.

Guideline 3.1 Readable

Make text content readable and understandable.

For more information, please see: Understanding Guideline 3.1 Readable

Success Criterion 3.1.1 Language of Page: (Level A)

The default human language of each Web page can be programmatically determined.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

35. Pages do not indicate human language of content. [Minor]

Assistive technologies rely on identifying the human language of a page's content in order to interact with the page and to read the page correctly. When this information misapplied or missing it can interfere with the ability of these technologies to work correctly.

Existing document declaration is:

```
<html xmlns="http://www.w3.org/1999/xhtml">
```

Recommended document declaration is:

```
<html xmlns=http://www.w3.org/1999/xhtml lang="en" xml:lang="en">
```

See https://www.w3schools.com/tags/ref_language_codes.asp for more information.

Found on page(s):

- Home Page
- Availability-Reservations
- Room Rates
- Directions
- Room Images
- Accessibility Statement
- Standard Queen

Success Criterion 3.1.2 Language of Parts: (Level AA)

The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Guideline 3.2 Predictable

Make Web pages appear and operate in predictable ways.

For more information, please see: Understanding Guideline 3.2 Predictable

Success Criterion 3.2.1 On Focus: (Level A)

When any component receives focus, it does not initiate a change of context.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 3.2.2 On Input: (Level A)

Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 3.2.3 Consistent Navigation: (Level AA)

Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 3.2.4 Consistent Identification: (Level AA)

Components that have the same functionality within a set of Web pages are identified consistently.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

For more information, please see: Understanding Guideline 3.3 Input Assistance

Success Criterion 3.3.1 Error Identification: (Level A)

If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 3.3.2 Labels or Instructions: (Level A)

Labels or instructions are provided when content requires user input.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

36. Availability of amenities should be programmatically linked to section. [Minor]

On the Rooms & Rates page there is a list of amenities. Some of those are only available eon a first come first served basis and clarifies that coffee, filters, cups, sugars, creams, etc. are not provided by the hotel. This can be easily missed by a non-sighted user and therefore should be programmatically linked to that section. Recommend using the ARIA-DESCRIBEDBY attribute to programmatically link this information.

Found on page(s):

- Rooms & Rates
- Rooms & Rates Mobile

Success Criterion 3.3.3 Error Suggestion: (Level AA)

If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data): (Level AA)

For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:

1. **Reversible** Submissions are reversible.
2. **Checked** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
3. **Confirmed** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Principle 4 Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

For more information, please see: Understanding Guideline 4.1 Compatible

Success Criterion 4.1.1 Parsing: (Level A)

In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

37. Pages do not validate without errors against HTML and CSS parsers. [Low]

For assistive technology and built-in accessibility features of languages such as HTML and CSS to work properly, the code must be structured within the guidelines of those languages. To ensure this is done, pages should return zero errors when run through validators. In most cases failing to pass a validation

scan without errors does not have a huge impact on users and this issue is being marked as minor. It is recommended as a best practice to validate pages during the creation phase and to address any issues identified before publishing the page. The two validators used for this testing are:

- The W3C Markup Validation Service (https://validator.w3.org/)
- The W3C CSS Validation Service (https://jigsaw.w3.org/css-validator/)

[No Screen Capture Provided]

Found on page(s):

- All pages failed to successfully pass the HTML and CSS validation services.

Success Criterion 4.1.2 Name, Role, Value: (Level A)

For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

38. List markup used unnecessarily. [Low]

Throughout the site, image links are used for “Check Availably” and “Room Images”. Where these are used, they are defined as a list item of one. Using list markup on these image links is unnecessary and can cause confusion for a non-visual user. Suggest removing list mark up and leaving the element as a single image link.

Found on page(s):

- Home
- Availability & Reservations
- Rooms & Rates
- Room Images
- Standard Queen

39. Mobile menu button is not accessible for screen readers. [Blocking]

On the mobile web layout, the menu button does not receive keyboard focus and is thereby inaccessible to screen readers on the mobile platform. If not using standard HTML interactive controls for the menu, it is necessary to provide the proper scripting and ARIA markup to ensure an accessible experience. This would be considered a blocking issue on a mobile device as the screen reader user is

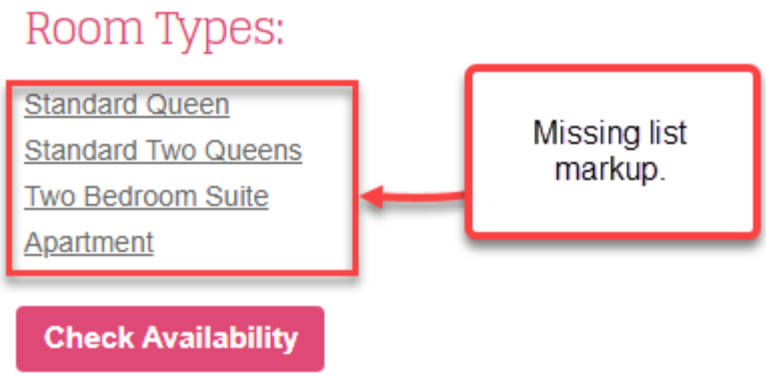
unable to navigate to any of the other pages. Recommend adding support for KB and Accessible Rich Internet Applications (ARIA). (See ARIA Menu Button and ARIA Menu)

Found on page(s):

- Home Mobile
- Availability & Reservations Mobile
- Room Rates Mobile
- Directions
- Room Images
- Accessibility Statement
- Standard Queen

40. List markup missing. [Low]

On the Availability & Reservations page there is a list of links that represent the various Room Types. This list is not marked up as a list. Using a list allows the assistive technology user the ability to know how many items are in the list as well as the ability to jump immediately to or past the list if desired. Recommend adding list mark up to the list of room type links.

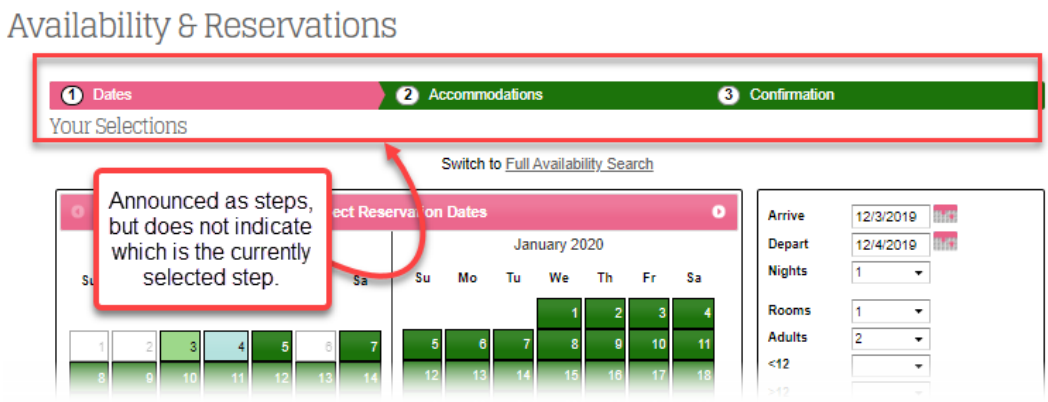


Found on page(s):

- Availability & Reservations
- Availability & Reservations Mobile

41. The booking process steps do not indicate which is currently displayed. [Major]

During the booking process, there are three steps displayed. The screen reader reads these but does not indicate which step is currently displayed. This would require the use of ARIA to provide additional details for the screen reader. Recommend incorporating an ARIA tab panel to allow the for better accessibility. (See https://www.w3.org/TR/wai-aria-practices-1.1/#tabpanel)

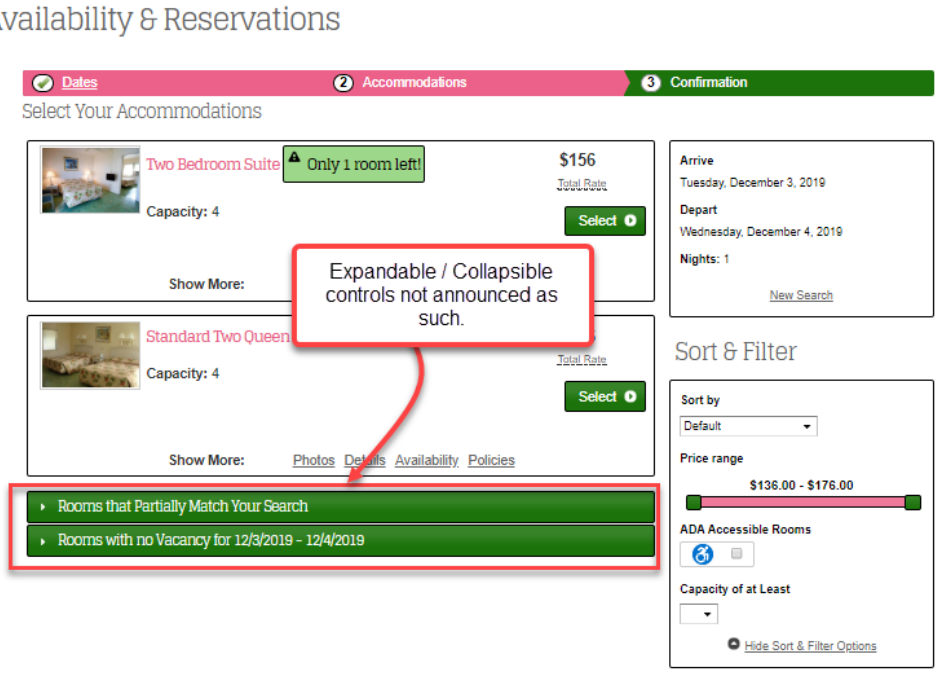


Found on page(s):

- Booking pages

42. The booking process Accommodation step controls not announced as expandable. [Major]

During the booking process on the accommodations step, there are expandable and collapsible controls. These are not announced as such for the screen reader. Recommend incorporating an ARIA to provide the state of each control to am assistive technology. (See Using aria-expanded to indicate the state of a collapsible element.)

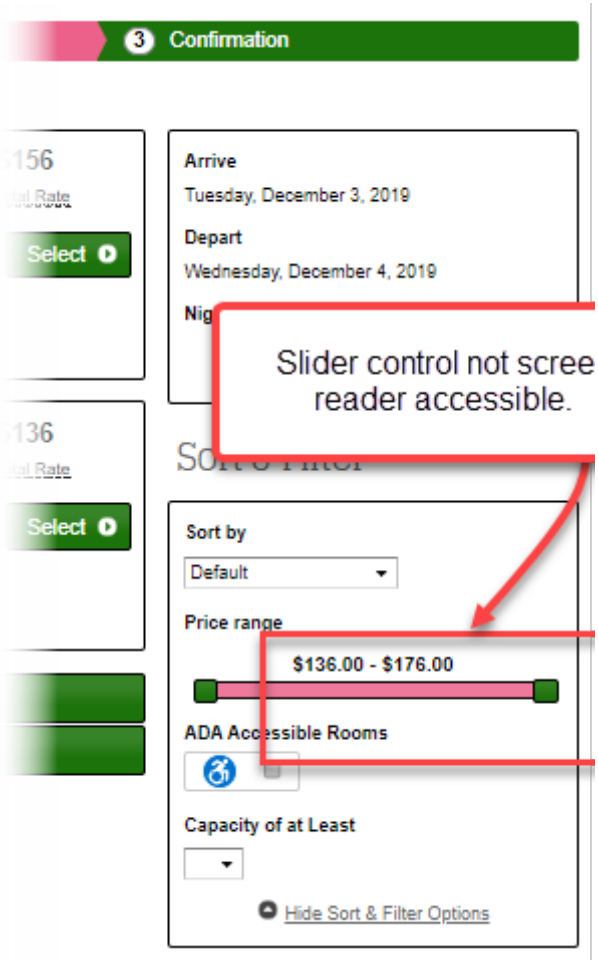


Found on page(s):

- Booking pages

43. Slider control not accessible. [Major]

During the booking process on the accommodations step, there is a slider control that is not screen reader accessible. Recommend incorporating an ARIA to provide allow for assistive technology access to control. (See https://www.w3.org/TR/wai-aria-practices-1.1/#slider.)

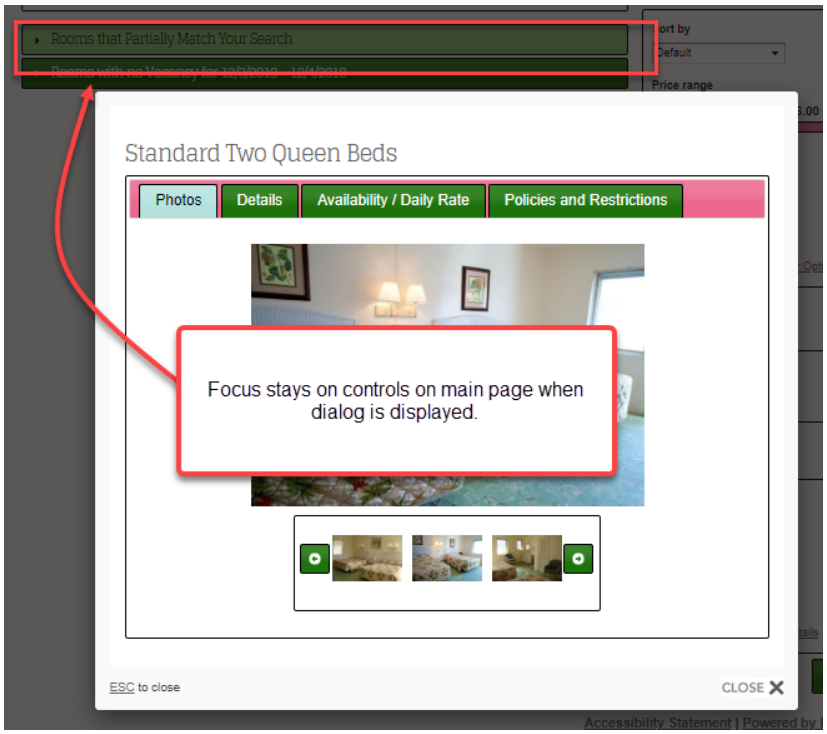


Found on page(s):

- Booking pages

44. Pop-up dialogs not accessible. [Critical]

During the booking process on the accommodations step, there are show more links for Photos, Details, Availability and Policies. These result in a pop-up dialog being displayed yet the input focus remains on the main content behind the dialogs. Recommend ensuring these dialogs receive focus when displayed and restricting the focus order to within the dialogs until the user cancels out of them. Once the user cancels out, focus should return to the link that initiated the dialog.

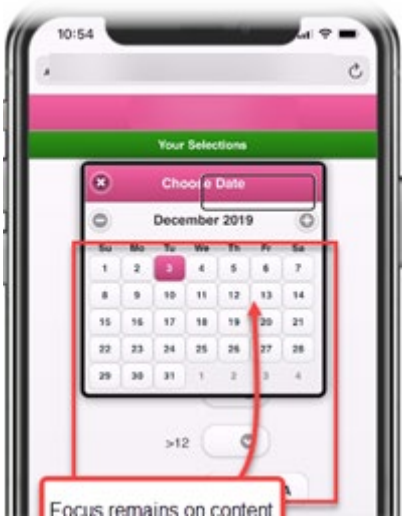


Found on page(s):

- Booking pages

45. Pop-up dialogs on mobile not accessible. [Blocking]

During the booking process on a mobile device on the accommodations step, popups are displayed but the focus remains on the content on the main screen. A screen reader is not made aware of the popup and has no way to cancel out of it. This prevents a screen reader user form entering a date on the mobile platform. Recommend ensuring the popup receives focus and is usable for a screen reader user on mobile.

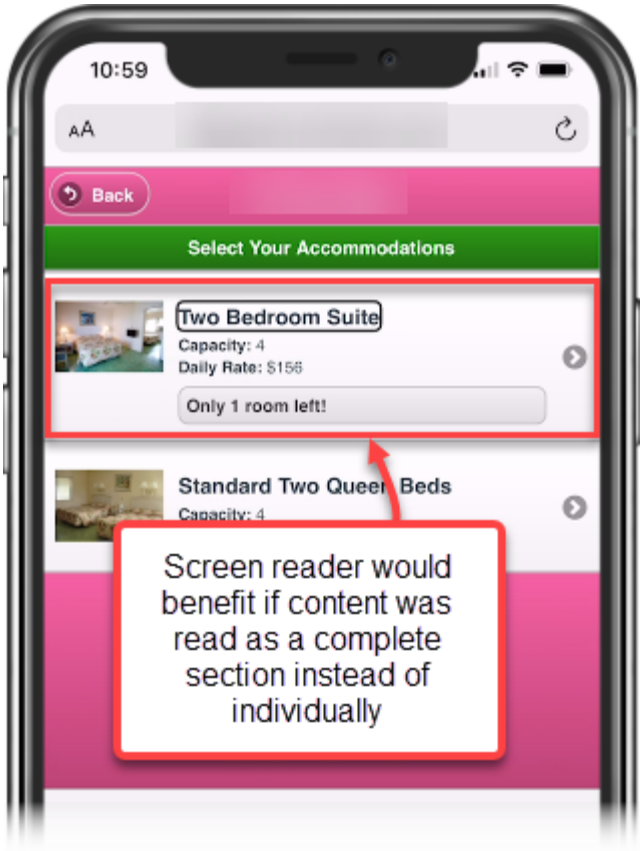


Found on page(s):

- Booking mobile pages

46. Selecting room on mobile confusing. [Major]

During the booking process on a mobile device and selecting a room, each detail for a room selection is read individually. This can be confusing to the non-visual user. Recommend coding each room selection as a group and making the entire section a single interactive element. This way the user is clear that selecting the control is selecting the room.

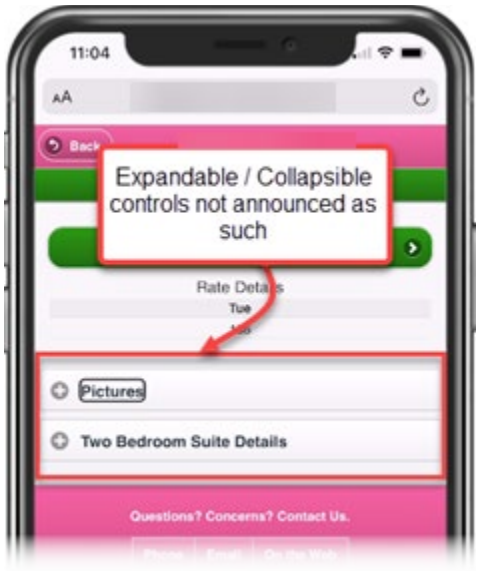


Found on page(s):

- Booking mobile pages

47. Expandable / Collapsible controls not announced to screen reader on mobile. [Major]

During the booking process on a mobile device there are expandable and collapsible controls that appear. These details are not provided to the screen reader user. Recommend incorporating an ARIA to provide the state of each control to am assistive technology. (See Using aria-expanded to indicate the state of a collapsible element.)

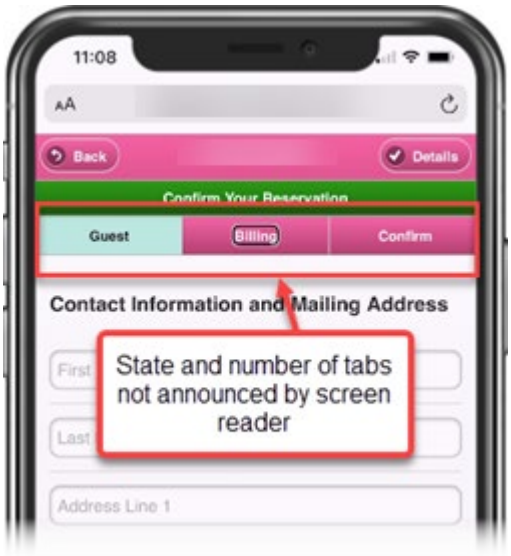


Found on page(s):

- Booking mobile pages

48. Confirm Reservations tabs state on mobile not announced by screen reader. [Major]

During the booking process on a mobile device there is a tab panel layout when confirming the reservation. A screen reader user is not made aware of the current state of those tabs which can cause issues with understanding the process and where they are currently in that process. Recommend incorporating an ARIA tab panel to allow the for better accessibility. (See https://www.w3.org/TR/wai-aria-practices-1.1/#tabpanel)



Found on page(s):

- Booking mobile pages

Success Criterion 4.1.3 Status Messages: (Level AA)

In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

For more information, please see:

- Understanding
- How to meet

Identified Issue(s):

Outcome: Entire sample set passed.

Audit Results by Severity

The following table list the audit results by severity. This table will help group identified issues to allow for identifying the issues of most importance for planning/remediation purposes. Issue details can be located under the Detailed Audit Results section of this report.

For easy reference, the following explanation of the severity ratings is repeated here:

- **Blocking** = Will prevent some users from accessing content or accomplishing a task.
- **Critical** = May prevent some users from accessing content or accomplishing a task
- **Major** = Will have a significant impact on user experience and prevents conformance with accessibility guidelines
- **Minor** = May impact some users negatively but primarily prevents conformance with accessibility guidelines
- **Low** = Not likely to impact users but prevents conformance with accessibility guidelines

The Risk rating indicates the risk level that the issue will be flagged as part of a legal complaint. The ratings are:

- **High** = Increased risk of being used in a legal complaint
- **Med** = Moderate risk of being used in a legal complaint
- **Low** = Low risk of being used in a legal complaint

NOTE: Severity and Risk levels are the opinion of the reviewer and are not a guarantee.

Issue No.	Severity	Risk	Issue	WCAG Criterion
1	Blocking	High	Images in page header do not have an Alt attribute.	1.1.1 Non-text Content - Level A
18	Blocking	High	Booking pages use color as the only means to convey information.	1.4.1 Use of Color - Level A
39	Blocking	High	Mobile menu button is not accessible for screen readers.	4.1.2 Name, Role, Value - Level A
45	Blocking	High	Pop-up dialogs on mobile not accessible.	4.1.2 Name, Role, Value - Level A
8	Critical	High	Social Media icons on Mobile do not have ALT attributes.	1.1.1 Non-text Content - Level A
31	Critical	High	Page header lacks visual indication of keyboard focus.	2.4.7 Focus Visible - Level AA
44	Critical	High	Pop-up dialogs not accessible.	4.1.2 Name, Role, Value - Level A
2	Major	High	Alt attribute not provided for some room images.	1.1.1 Non-text Content - Level A
3	Major	High	Alt attribute not provided on images for pages of room types.	1.1.1 Non-text Content - Level A
26	Major	High	No skip to main content link provided.	2.4.1 Bypass Blocks - Level A
41	Major	High	The booking process steps do not indicate which is currently displayed.	4.1.2 Name, Role, Value - Level A
42	Major	High	The booking process Accommodation step controls not announced as expandable.	4.1.2 Name, Role, Value - Level A
43	Major	High	Slider control not accessible.	4.1.2 Name, Role, Value - Level A
47	Major	High	Expandable / Collapsible controls not announced to screen reader on mobile.	4.1.2 Name, Role, Value - Level A

Issue No.	Severity	Risk	Issue	WCAG Criterion
48	Major	High	Confirm Reservations tabs state on mobile not announced by screen reader.	4.1.2 Name, Role, Value - Level A
32	Major	Med	Keyboard visual indication of focus left to user agent default.	2.4.7 Focus Visible - Level AA
46	Major	Med	Selecting room on mobile confusing.	4.1.2 Name, Role, Value - Level A
5	Minor	High	Logo image on Mobile does not have an ALT text.	1.1.1 Non-text Content - Level A
6	Minor	High	Image on Mobile does not have an ALT attribute.	1.1.1 Non-text Content - Level A
7	Minor	High	Images on Mobile Availability & Reservations do not have ALT attributes.	1.1.1 Non-text Content - Level A
9	Minor	High	Promotional video on Home page lacks captioning.	1.2.2 Captions (Prerecorded) - Level A
19	Minor	High	Navigation links in page header is out of allowable contrast range.	1.4.3 Contrast (Minimum) - Level AA
20	Minor	High	Booking page current step text is out of allowable contrast range.	1.4.3 Contrast (Minimum) - Level AA
4	Minor	Low	Images with ALT text code error that truncates alt text.	1.1.1 Non-text Content - Level A
17	Minor	Low	Home page reading order misrepresents content relationship.	1.3.2 Meaningful Sequence - Level A
25	Minor	Low	Map of Location Show Satellite Imagery button not KB accessible.	2.1.1 Keyboard - Level A
28	Minor	Low	Booking process uses same page titles throughout.	2.4.2 Page Titled - Level A
30	Minor	Low	Web pages provide only a single method of locating content.	2.4.5 Multiple Ways - Level AA
34	Minor	Low	Video player controls disappear shortly after video starts.	2.4.7 Focus Visible - Level AA
36	Minor	Low	Availability of amenities should be programmatically linked to section.	3.3.2 Labels or Instructions - Level A
12	Minor	Med	Heading tags not used properly on Availability & Reservations Page.	1.3.1 Info and Relationships - Level A
13	Minor	Med	Heading tags not used properly on Rooms & Rates Page.	1.3.1 Info and Relationships - Level A
14	Minor	Med	Heading tags not used properly on Directions Page.	1.3.1 Info and Relationships - Level A
15	Minor	Med	Heading tags not used properly on Room Images Page.	1.3.1 Info and Relationships - Level A
21	Minor	Med	Image of text used on the home page.	1.4.5 Images of Text - Level AA
22	Minor	Med	Images of text used in page banner that are not part of the logo.	1.4.5 Images of Text - Level AA
29	Minor	Med	Keyboard input focus order doesn't follow visual presentation.	2.4.3 Focus Order - Level A
33	Minor	Med	Map of Locations loses visual indication of keyboard focus for a few tabs.	2.4.7 Focus Visible - Level AA
35	Minor	Med	Pages do not indicate human language of content.	3.1.1 Language of Page - Level A
10	Low	Low	An Audio Description or Media Alternative is not provided for promotional video.	1.2.3 Audio Description or Media Alternative (Prerecorded) - Level A

Issue No.	Severity	Risk	Issue	WCAG Criterion
11	Low	Low	An Audio Description is not provided for promotional video.	1.2.5 Audio Description (Prerecorded) - Level AA
16	Low	Low	Heading tags not used properly on Accessibility page.	1.3.1 Info and Relationships - Level A
23	Low	Low	Content does not reflow properly.	1.4.10 Reflow - Level AA (W2.1)
24	Low	Low	Text becomes obscured when user text spacing applied.	1.4.12 Text Spacing - Level AA (W2.1)
27	Low	Low	Similar Page Titles Exists for Room Rates and Room Images.	2.4.2 Page Titled - Level A
37	Low	Low	Pages do not validate without errors against HTML and CSS parsers.	4.1.1 Parsing - Level A
38	Low	Low	33. List markup used unnecessarily. [Low]	4.1.2 Name, Role, Value - Level A
40	Low	Low	List markup missing.	4.1.2 Name, Role, Value - Level A