



Accessibility Statement for Selective Travel Management

This is an accessibility statement from World Travel Centre Ltd, trading as Selective Travel Management. We are committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards where possible.

Measures to support accessibility

Selective Travel Management takes the following measures to ensure accessibility of our various websites:

- Include accessibility throughout our internal policies.
- Provide continual accessibility training for our staff.

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Selective Travel Management is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Feedback

We welcome your feedback on the accessibility of our websites. Please let us know if you encounter accessibility barriers by contacting us via hello@selective-travel.co.uk.

We try to respond to feedback within 5 working days.

Technical specifications

Accessibility of Selective Travel Management's websites relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and Alternatives

Despite our best efforts to ensure accessibility of our websites, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for Selective Travel Management:

- Hotel Photographs: Individual hotel photographs are provided from an external database and are not managed by Selective Travel Management. We therefore cannot add alternative text to the individual images. If you encounter a problem, please contact us via hello@selective-travel.co.uk.
- User Guides: Some of our User guide PDF documents may not fully accessible to screen reader software.
- Video Content: Not all live video streams may have captions.

Assessment Approach

Selective Travel Management assessed the accessibility of our various websites by the following approaches:

- Self-evaluation
- At user testing
- User feedback
- Considering accessibility during the design and development phase of our technology

Using the Websites

We know some parts of our websites may not be fully accessible. Our websites are run and operated by Selective Travel Management, and we want as many people as possible to be able to use our sites. This means for example that you should be able to:

- Display the site cleanly on any device, regardless of size or orientation
- Read text clearly due to the high contrast colours
- Navigate much of the site using the keyboard as well as the mouse
- We have also structured the website to be as simple as possible to understand

Formal Complaints

We welcome your feedback on all aspects of accessibility. Please let us know if you encounter accessibility barriers by contacting us via hello@selective-travel.co.uk.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).