



Accessibility Statement for Calder Conferences Limited

Date: 18 December 2025

Owner: Nicola Hayton-Sollitt – Compliance and Quality Lead

Sector: Whole Company

Accessibility Statement for Calder Conferences Limited

Calder Conferences Limited (CCL) is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Measures to support accessibility

CCL takes the following measures to ensure accessibility of the CCL Booking portal:

- Include accessibility as part of our Equality and Diversity Statement.
- Integrate accessibility into our booking policies and practices.
- Appoint a Quality and Compliance Lead.
- Provide continual accessibility training for our staff.
- Include people with disabilities in our website design.

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.

CCL seeks to make sure our website conforms with WCAG 2.2 Level AA.

CCL is:

94.7% Compliant with WCAG 2.2 Level A

94.4% Compliant with WCAG 2.2 Level AA

Feedback

We welcome your feedback on the accessibility of CCL Booking Portal. Please let us know if you encounter accessibility barriers on the CCL Booking Portal:

- Phone: 0844 375 3288, option 1
- E-mail: enquiries@calders.org.uk
- Postal address: Calder Conferences Limited, 4 Woodside Court, Clayton Wood Rise, Leeds, LS16 6RF

We try to respond to feedback within 3 business days.

Compatibility with browsers and assistive technology

CCL Booking Portal is designed to be compatible with the following assistive technologies:

- Chrome (latest version) with assistive technology TalkBack on operating system Windows 11
- Edge (latest version) with in-built assistive technology on operating system Windows 11
- Firefox (latest version) with in-built assistive technology on operating system Windows 11

CCL Booking Portal is not compatible with:

- browsers older than 3 major versions or operating systems older than 5 years

Technical specifications

Accessibility of CCL Booking Portal 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 CCL Booking Portal, 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 CCL Booking Portal:

Reporting Function

Due to an issue with Microsoft, when creating a report through the booking portal, the table is missing a TH Tag which transfers in the PDF downloaded document. In this instance, a screen reader cannot identify column or row headers therefore the content cannot be conveyed to the user in the correct order.

Users experiencing issues with the reporting module are able to contact one of the team either by telephone on 0844 375 3288 or from a mobile 0113 3979432; or by emailing the Senior Team on CAT@calders.org.uk to request a copy of the required data in any standard format (Excel, csv, PDF, Word). We are also able to arrange a conference call (e.g. teams/zoom or phonecall) to talk through the reported data and answer any questions relating to the specified report produced.

Contrast Minimum on buttons

Whilst tabbing through the page with keyboard controls, the focus visibility of the grey buttons at the bottom of the page such as **my enquiries**, **quick entries** and **view reports** have a contrast ratio of 3.62:1 meaning that due to the style of focus visibility the colour of the button could make this difficult to see as the colour and focus visible box blend in to the button itself.

Users experiencing issues whilst accessing certain areas of the system can contact one of the team either by telephone on 0844 375 3288 or from a mobile 0113 3979432 to submit a new booking enquiry/request or discuss any additional requirements that they may have.

Assessment approach

Calder Conferences Limited assessed the accessibility of the CCL Booking Portal by the following approaches:

- External evaluation

Evaluation report and statement:

An evaluation report and statement for CCL Booking Portal is available on request. Please email enquiries@calders.org.uk

Evaluation statement

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

Calder Conferences Limited

Compliance and Quality Lead

Formal complaints

We aim to respond to accessibility feedback within 3 business days, and to propose a solution within 5 business days. You are entitled to escalate a complaint should you be dissatisfied with our response to you. Complaints are to be addressed to the Operations Director, Joanne Riordan: joanne@calders.org.uk

This statement was created on 18 December 2025