



Accessibility Statement for Calder Conferences Limited

Date: 18 November 2024

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:

Fully conformant with WCAG 2.2 level AA for Windows users.

Partially conformant with WCAG 2.2 level A for Apple, Safari browser, users only. Partially conformant means that some parts of the content do not fully conform to the accessibility standard, specifically voiceover for users with assistive technologies through safari browsers only.

It has been identified that a resolution is required to be implemented by Apple and is a known issue affecting the latest version Safari (iOS 17).

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

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:

1. **Voiceover for users:** Known issue affecting Safari browsers only for users with assistive technologies.
It is recommended for users experiencing issues with the Portal Booking form to contact a member of the booking team to provide their enquiry details via phone, or email.

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 November 2024.