

Accessibility statement

We, Familie Pregenzer GmbH & Co KG, strive to make our website accessible in accordance with the Accessibility Act, as amended, implementing the European Accessibility Directive ([RL 2019/882](#)) on the accessibility requirements for products and services.

In doing so, we have complied with the Web Content Accessibility Guidelines (WCAG) 2.2 as far as possible.

This accessibility statement applies to the website www.hotel-tirol.net.

Status of compliance with requirements

This website is only partially compliant with Level AA of the Web Content Accessibility Guidelines (WCAG 2.2) due to the following incompatibilities.

Non-accessible content

The content listed below is not accessible for the following reasons:

1. Visual design & contrasts

- Insufficient contrast ratios: The contrast between text and background is too low for the following elements (partly caused by transparent backgrounds):
 - Top navigation & header heading
 - Headings of the news tiles
 - Banner texts ('Vouchers' & 'Hotel Tirol')
 - Links in the footer
 - Various content elements
- Scalability: Zooming/scaling of the page is technically disabled (viewport meta tag)

2. Keyboard operability & navigation

- Missing skip navigation: There is no skip link to the main content (skip to content).
- Critical gaps in keyboard control: The following areas cannot be accessed or operated using the tab key:
 - Cookies overlay and news pop-up (focus trap/cannot be closed)
 - Main navigation menu
 - Icon links on the right-hand side

- Date selection (date picker) & enquiry form
- Various content elements

3. Semantics & screen reader optimisation

- Images & media:
 - Image titles sometimes consist of cryptic file names (combinations of numbers and letters) instead of descriptive text.
 - Gallery & navigation contain some empty links or images without aria-description or alt text.
 - Social media icons in the footer lack text alternatives (screen readers do not read anything aloud).
- Forms:
 - Incorrect label assignment in the 'Children / Quick Booking' section.

4. Data protection & technology

- Third-party content: YouTube videos are loaded/played before consent has been given in the cookie banner.

Our websites are designed in accordance with current technical capabilities and standards. We have randomly checked the order in which elements are technically displayed in the main content. If you encounter any problems with individual elements, please send us your suggestions.

Disproportionate burden

Some of our videos do not have audio description. This means that the WCAG success criterion (recorded audio description) is not met. We believe that rectifying this would constitute a disproportionate burden within the meaning of the accessibility regulations. The video on the home page, which plays automatically in the header, does not have audio and therefore does not require audio description.

Preparation of this accessibility statement

This declaration was drawn up on 10 February 2026.

The website's compatibility with the BaFG was assessed in the form of a self-test in accordance with WCAG 2.2.

This statement was last updated on 10 February 2026.

Feedback and contact details

The offers and services on this website are continuously being improved, replaced and expanded. Usability and accessibility are very important to us.

If you notice any barriers that prevent you from using our website and that are not described in this statement, please contact us via email at info@hotel-tirol.net.

Contact:

Pregenzer GmbH & Co KG family business

Hubert Pregenzer

UID-Nr: ATU 559 53 506

FN: FN 145114d

Commercial register Innsbruck Regional Court

Headquarter: Angerweg 1

6533 Fiss

Austria

Enforcement proceedings

If you are not satisfied with the responses received from the above contact option, you have the option of contacting the Social Ministry Service's Arbitration Board for Disability Equality.

The Federal Disability Equality Act (BGStG) offers the option of conducting arbitration proceedings if you feel discriminated against as a person with a disability (for example, due to the lack of accessibility of this website).

The arbitration procedure is free of charge. Legal counsel does not need to be involved.

You can submit an application for arbitration here: www.sozialministeriumservice.at (The current link would usually be: <https://www.sozialministeriumservice.at/>)