

Bemils – Accessibility Statement

Website owner / service provider: Bemils srl

Website address: <https://www.clappit.com>

Date of this statement: 01/07/2025

Feedback mechanism (reporting barriers): Phone, Email

Recipients of the statement: Platform users, particularly people with disabilities.

1. Commitment

Bemils srl is committed to ensuring that the Clappit platform is accessible, meaning usable by everyone without discrimination, including users with disabilities, in compliance with Legislative Decree of 27 May 2022, No. 82 (which transposes Directive (EU) 2019/882) and applicable digital accessibility regulations.

2. Compliance status

At the time of evaluation, the Clappit platform is partially compliant with the accessibility technical requirements defined by national and international guidelines (e.g., WCAG 2.1 level AA, UNI EN 301549). If “partially compliant” or “non-compliant,” the non-accessible parts must be indicated with justification.

Non-accessible content or exceptions

- Some elements on the site are not highlighted when focused, preventing the user from understanding where the focus is located.
- Some site images lack alternative text or are not marked as decorative to be hidden from assistive technologies.
- An H1 header is not always present on the various site pages.
- The shopping cart has a predefined duration (about 20 minutes) and cannot be paused; it can be extended by adding or removing products or tickets.
- On the homepage, the carousel can only be paused by hovering or touching the area.
- The proprietary Captcha system does not include an audio mode, making it unusable for users with visual impairments.
- In the seating map, availability and price sector are highlighted by color: in some cases, this may be difficult to read for users with visual impairments.

3. Measures taken to ensure accessibility

- Training of staff involved in developing and managing digital content on accessibility topics.
- Implementation of a barrier reporting mechanism.
- Provisions, where possible, for people affected by color blindness.

4. Feedback submission methods and contacts

Users can report access difficulties, usability issues, or request content in accessible format by contacting:

- Email: accessibility@clappit.com
- Phone: +39 02 36522969

Please indicate: URL of the page or document, browser and operating system used, any assistive technologies employed, and a description of the issue.

5. Website information

- Year of first publication of the platform: 2007
- Technical version used: BeLive v6.

Final notes

This statement is an integral part of the company's commitment to ensuring digital accessibility and will be updated in the event of significant service changes.