Accessibility Statement - Square E-commerce Flows

At Squareup International Limited ("Square"), accessibility and inclusivity is our top priority. We are committed to making our websites and applications accessible for users with disabilities in accordance with the European Accessibility Act (Directive 2019/882).

This accessibility statement applies to various published content for Square E-commerce flows on Web.

Conformance Status

The Square E-commerce flows on Web is partially conformant with the EN 301 549 harmonized standard. "Partially conformant" means that some of our content does not fully conform to the harmonized standard currently.

We are actively working to improve accessibility and are taking steps to address known issues, with the goal of achieving full conformance over time.

Digital Receipts

Last updated on: May, 2025.

Published Content: Digital Receipts generated from Square transactions.

For Digital Receipts, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

Digital Receipts conform to accessibility standards, but limitations exist on:

- Some links may not be actionable using a keyboard.

- Some visible focus indicators may be missing on interactive elements.
- Occurrences of low color contrast.
- Unclear or missing descriptive alt text for some non-text.
- Some links have ambiguous link text.

Buyer Booking/Scheduling

Last updated on: May, 2025.

Published Content:

Buyer booking and Scheduling flows on https://book.squareup.com including: Appointments, Classes, Personal pages, and Receipt Feedback pages.

For Buyer booking flows, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

The Square Online website conforms to accessibility standards, but limitations exist on:

- Issues related to keyboard navigation and focus order with the keyboard that either prevent the user from reaching the elements or reach them in a way that may be confusing.
- Some issues relating to name, role, and value of the elements when using a screen reader.
- Some Issues relating to improper association of information and relationships between elements.
- Some functions could not be performed with the keyboard or did not function properly with the keyboard.

Invoice Pay

Last updated on: June, 2025.

Published Content: Invoice Pay pages from the https://app.squareup.com website.

For Invoice pay pages, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.

- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

Invoice Pay pages conform to accessibility standards, but limitations exist on:

- Some interactive elements are not operable using the keyboard.
- There are some issues related to assistive technology support like label, role, state, and reading semantics are instances where announcements are missed or incorrect.
- Instances where the color is failing the contrast ratio for meaningful images.
- Some issues related to keyboard and screen reader focus management.
- Some elements are missing a visible focus indicator.

Payment Links

Last updated on: April, 2025.

Published Content:

Payment Links from Buyer facing Checkout pages, including: Donation link, Item link, Subscription Pay link, Legacy Buy link.

For Payment links, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

Payment links conform to accessibility standards, but limitations exist on:

- Some issues related to name, role, and value of the elements which make it hard for users to understand the element's purpose and how it is expected to function.
- Occurrences of text and non-text elements failing to meet minimum color contrast.
- Some elements are not keyboard focusable.
- Focus indicator not visible for some interactive elements.
- Focus management and focus order issues.
- Instances where the page structure was difficult to understand due to incorrect or no implementation of heading or list semantics.
- Error messages not announced for screen reader users.

Square Profile

Last updated on: June, 2025.

Published Content: Square Profile pages on httlps://profile.squareup.com

For Square Profile pages, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

Square profile pages conform to accessibility standards, but limitations exist on:

- Visible focus indicator may be missing on some elements.
- Some elements are not focusable when using a keyboard.
- Remove button is getting keyboard tab focus even when it is in collapsed/visually hidden mode
- Some elements are not announced when using a screen reader.

Card on File Dashboard

Last updated on: May, 2025.

Published Content: Card on File page on https://account.squareup.com.

For Card on File page, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

Card on File page conform to accessibility standards, but limitations exist on:

- Some elements lack programmatic labels when using a screen reader.

- Some elements lack semantic markup such as with lists, headings, and buttons.
- Some images lack descriptive alt text.

Weebly Buyer Facing Checkout

Last updated on: April, 2025.

Published Content: Weebly Buyer Facing Checkout web pages.

For Weebly Buyer Facing Checkout web pages, you should be able to:

- Navigate and interact using a keyboard and mouse for most elements.
- Navigate and interact using a screen reader for most features.
- Zoom page content / Resize the application text size without losing content or functionality.

Non-Accessible Content

Weebly Buyer Facing Checkout web pages conform to accessibility standards, but limitations exist on:

- Relationships and information of some elements including form controls are not clearly conveyed or determinable when using the screen reader.
- Some text and non-text elements fail to meet minimum color contrast requirements.
- Some interactive elements may not be interactable for keyboard users.
- Visible focus indicator missing for some elements.
- Some structural elements such as headings and lists are not semantically determinable.
- Error messages may not be announced when using the screen reader.

Ongoing Accessibility Testing and Monitoring

Square conducts annual accessibility audits and uses quarterly automated monitoring. Accessibility issues flagged are prioritized for remediation.

Preparation of the Accessibility Statement

This accessibility statement was prepared on July 1, 2025, with latest updates on various dates for each listed product, following an accessibility review of the content against EN 301 549. This review was performed using a combination of automated and manual accessibility testing, across a range of browsers, using a range of assistive technologies.

Feedback and Contact Information

Square welcomes feedback about the accessibility of the content in order to improve the experience for users with disabilities. If you have comments, questions, or complaints about the accessibility of our products, please contact us at:

- Contact form:

Country	Contact Information Link
Ireland	[Visit Ireland Support Centre](#)
France	[Visit France Support Centre](#)
Spain	[Visit Spain Support Centre](#)

- Mailing Address: 70 Sir John Rogerson's Quay, Dublin 2, Ireland.
- Telephone: 1800 904 846

Competent Market Authority

The contact information for the responsible compliance authority for e-commerce services is as follows:

The Competition and Consumer Protection Commission

- Website: https://www.ccpc.ie/
- Address: Competition and Consumer Protection Commission, Bloom House, Railway Street, Dublin 1, D01 C576

The contact information for the responsible compliance authority for consumer banking services is as follows:

- The Central Bank of Ireland
  - Website: https://www.centralbank.ie
  - Address: Central Bank of Ireland, New Wapping Street, North Wall Quay, Dublin 1