

Statement of website accessibility for Private Subjects referred to in Article 3 paragraph 1- bis of Law No. 4 of January 9, 2004

Statement

Europ Assistance Vai S.p.a. is committed to making its Web site accessible, in accordance with Law No. 4 of January 9, 2004. This accessibility statement applies to: <https://msite-travel.europassistance.it/>¹

Compliance Status

This Web site is **partially compliant** with the requirements of Appendix A of UNI CEI EN 301549 due to the instances of non-compliance listed below.

The Company is currently conducting an analysis aimed at identifying the necessary actions to make this website accessible and compliant.

Non-accessible content

The content listed below is not accessible for the following reasons non-compliance with Law No. 4 of January 9, 2004:

- Requirement: 9.1.1.1 - Some non-text content presented to the user does not have an equivalent textual alternative that serves the same purpose;
- Requirement: 9.1.3.1 - In some cases, information, structure, or correlations conveyed by page presentation, cannot be determined programmatically (or are not available via text);
- Requirement: 9.1.4.1 - In some cases, color alone was used to identify a purpose or distinguish information or function;
- Requirement: 9.1.4.3 - Visual representation of text and text-containing images does not always have the required minimum contrast ratio, with exceptions provided for in the regulations (EX. logos);
- Requirement: 9.1.4.4 - Some text, with the exception of subtitles and images containing text, cannot be resized up to 200 percent without using assistive technologies and without losing content and functionality;

¹ This statement applies to the following sites, having the same initial URL, since the technology and models used are the same <https://msite-travel.europassistance.it/VERATOURL>, <https://msite-travel.europassistance.it/ALPITOUR>, <https://msite-travel.europassistance.it/AVVMONDO>, <https://msite-travel.europassistance.it/VIAGGI>, <https://msite-travel.europassistance.it/THRESORT>, <https://msite-travel.europassistance.it/NICOLAUS>, <https://msite-travel.europassistance.it/KEL12>, <https://msite-travel.europassistance.it/GIVER>, <https://msite-travel.europassistance.it/GOING>, <https://msite-travel.europassistance.it/SISCOS>, <https://msite-travel.europassistance.it/UTRAVEL>, <https://msite-travel.europassistance.it/CLUBDELSOLE>, <https://msite-travel.europassistance.it/IMPERATORE>, <https://msite-travel.europassistance.it/TOPVIAGGI>, <https://msite-travel.europassistance.it/COSTACROCIERE>, <https://msite-travel.europassistance.it/MSCCROCIERE>, <https://msite-travel.europassistance.it/CRUISETOPIC>, <https://msite-travel.europassistance.it/OBYWHAN>, <https://msite-travel.europassistance.it/HUMANCOMPANY>, <https://msite-travel.europassistance.it/EXECUTIVEHOLIDAYS>, <https://msite-travel.europassistance.it/ROYALCARIBBEAN>, <https://msite-travel.europassistance.it/WITRAVEL>, <https://msite-travel.europassistance.it/GRIMALDI>, <https://msite-travel.europassistance.it/AIRDOLOMITI>, <https://msite-travel.europassistance.it/EMMAVILLAS>, <https://msite-travel.europassistance.it/POSARELLIVILLAS>, <https://msite-travel.europassistance.it/EUROSPIN>, <https://msite-travel.europassistance.it/VIAGGIBUSINESS>, <https://msite-travel.europassistance.it/IRENTRAVEL>, <https://msite-travel.europassistance.it/MIRABILANDIA>, <https://msite-travel.europassistance.it/NAAR>, <https://msite-travel.europassistance.it/GNV>, <https://msite-travel.europassistance.it/IPV>

- Requirement: 9.1.4.10 - Content that does not require two-dimensional representation (such as data tables or maps) will not redisplay when the size displayed by the user program changes;
- Requirement: 9.1.4.12 - Changing the spacing of text with respect to line height, spaces between paragraphs, letters or words, there is some loss of information or content;
- Requirement: 9.2.4.7 - On some interactive elements, the focus indicator is not visible;
- Requirement: 9.3.1.1 - On some pages, the language is not defined;
- Requirement: 9.4.1.1 - Page markup code does not always conform to its specification or contains errors, or duplicate attributes and IDs;
- Requirement: 9.4.1.2 - In some cases, user interface components (including: form elements, links, and script-generated components...), name, role, states, properties, and values are not correct or set, or the user and their assistive technologies are not notified when these change.

Drafting of the accessibility statement

This statement was drafted on 30/06/2023 and updated on 23/09/2025.

It was assessed by a third party through objective and subjective analysis (see Article 3(1) of EU Implementing Decision 2018/1523 of the Commission).

Feedback and contact information

It is possible to report any instances of difficulty in accessing the site content.

Reporting can be done by e-mail to the e-mail address:

Segnalazioni.accessibilita@europassistance.it

In the e-mail, it is necessary to indicate:

- First and last name
- Address of the web page or sections of the site or customer area being reported
- Clear and concise statement of the problem encountered
- Tools used (to be understood to include operating system, browser, assistive technologies, etc.)

Response to any questions and reports will be made within 30 days of receipt. Any reports outside the accessibility scope cannot be handled.

[Download the information on the processing of personal data in accordance with Articles 13 and 14 of EU Regulation No. 679/2016 of April 27, 2016.](#)

How to send reports to Agenzia per l'Italia Digitale - AgID

In the event of an unsatisfactory response or failure to respond within thirty days to the notification or request, the data subject may submit a report to AgID, via pec, to the following address: protocollo@pec.agid.gov.it



Site information

1. the publication date of the website: 17/06/2022
2. usability testing has been conducted: NO
3. CMS used for the website: none

Facility information

1. the number of employees with disabilities in the company: 15 ⁽¹⁾
2. the number of workstations for employees with disabilities: 15

¹ The figure refers to the total number of employees hired by law as protected categories and as disabled by the company updated as of 09/23/2025.