

Accessibility Statement

Our Commitment to Accessibility

At TUI we are committed to providing accessible experiences for all our customers, including people with disabilities. We are working to improve our websites and apps to ensure everyone can access and book every element of their holiday online independently.

We aim to align our platforms with the **European Accessibility Act (EAA)** and the **Web Content Accessibility Guidelines (WCAG) 2.2 Level AA** standard, which outline best practices for digital accessibility.

European Accessibility Act and WCAG 2.2 AA

What is the European Accessibility Act (EAA)?

The European Accessibility Act (EAA) is an EU law that makes everyday products and services – like banking, transport, and e-commerce – more accessible for people with disabilities. By creating common rules across Europe, it removes barriers and helps us offer more inclusive experiences for everyone.

What is WCAG 2.2 AA?

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. The guidelines cover a wide range of accessibility features, including text size and colour, keyboard navigation and screen reader compatibility.

How Accessible is Our Website/App Currently?

We recognize that our TUI Website is not yet fully accessible, but we are actively working toward this goal. To drive meaningful progress, we have established an Accessibility Working Group made up of experts from Design, Product, and Technology across TUI Musement. This cross-functional team is dedicated to embedding accessibility into every stage of our digital product development.

We are also:

- Partnering with external accessibility specialists to identify critical gaps and provide training for our teams
- Documenting every step of our journey, including internal communications and knowledge sharing across our platforms, to build awareness and foster a culture of accessibility.
- Creating a detailed accessibility roadmap and defining clear processes for all involved teams to ensure consistent and sustainable progress.
- Starting with initial accessibility optimizations of our platforms through enhancement of text size and color contrast.

Tailoring Your Experience to Your Needs

We want everyone to have a great experience on our website. However, you may find that you have a better experience by adjusting your computer settings to suit your individual needs. For example, you could:

- Change the website colors to make it easier to read
- Increase the text size to make it more visible
- Have the website information read aloud so you can listen instead of reading
- If you need help customizing your experience, you can visit the [AbilityNet website](#) or read the tips from the [Web Accessibility Initiative](#) on adjusting your computer.