

Accessibility conformance report for

www.radissonhotels.com

Last updated: 04/08/2025

This document has been provided by [Accessiway](#) to comply with the obligations of the European Accessibility Act until the relevant National Authority provides the official template.

Every complex paragraph is introduced by an explanation in a simpler language.

Introduction

We want everyone, including people with disabilities, to use our www.radissonhotels.com easily. This statement explains the steps we take to make it accessible, following laws and standards like the European Accessibility Act and WCAG.

[Radisson Hotel Group](#) is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our [website, app, device] successfully.

This accessibility statement explains the accessibility features of www.radissonhotels.com, how we meet the requirements of the European Accessibility Act , EN301549 standard, WCAG 2.2, ADA and Sec. 508, and what we are doing to maintain and improve accessibility. This statement covers only www.radissonhotels.com.

We regularly review this statement as we enhance www.radissonhotels.com.

Overview

[www.radissonhotels.com](#) [definition]

The Radisson Hotels website is the official online platform for Radisson Hotel Group, a global hospitality company. It serves as a central hub for information about Radisson's distinctive hotel brands and hotel properties in operation and under development across various regions, including Europe, the Middle East, Africa, and Asia Pacific. The website allows users to explore hotel locations, book reservations for rooms, meetings, and events, learn about the Radisson Rewards loyalty program, and discover details about the company's commitment to responsible business practices.

How to Use [www.radissonhotels.com](#) (Accessibility & Operation)

We strive to make [www.radissonhotels.com](#) simple to use for everyone. Here's an overview of how to navigate and operate our service when using assistive technologies or special configurations:

[www.radissonhotels.com](#) [how to]

To navigate and operate the Radisson Hotels website and app with assistive technologies, users can rely on standard accessibility features like keyboard navigation, screen readers, and zoom functionality. Radisson Hotel Group aims to provide usable online experiences for all and continually strives to improve the online user experience for everyone in applying relevant accessibility standards.

[www.radissonhotels.com](#) [a11y features]

Radisson Hotels is committed to making our website accessible to everyone, and it is designed to be navigable for individuals with visual, hearing, motor, or cognitive disabilities. This includes accessibility features like clear navigation, alternative text for images, and compatibility with assistive technologies. To choose a preferred accessibility profile, the 'Accessibility Adjustments' icon in the bottom left of the home page allows users to adjust the website's accessibility configurations.

Our service accessibility might be customized and enhanced by activating the correct options of our accessibility widget the moment you land on each screen. The widget can be reached via keyboard at the beginning of the page or if visible in overlay, in a fixed position close to a corner of the window, and has a “universal access” like icon:

- Usage without vision: three tabs (or turn on Screen reader compatibility).
- Usage with limited vision: use zoom, contrast and font manipulation functions.
- Usage without perception of color: use highlighting functions (headers, links, clickables).
- Usage with limited manipulation or strength: simply navigate with a keyboard emulator device or activate keyboard functionality.
- Minimize photosensitive seizure triggers: use turn off animations and specific color combinations.

If correctly activating any of the functionalities might compromise the compatibility with your configuration or assistive technology, please contact us, and in the meantime, disable the widget by the appropriate button, to prevent misuse of our service.

If you need more explanation on using any part of www.radissonhotels.com, please see our Help Center for guides, or contact our support for personalized assistance. We aim to provide any additional description or explanation necessary for you to operate the service smoothly.

Accessibility Compliance

(How We Meet Requirements)

We have assessed www.radissonhotels.com against the European Accessibility Act's requirements (if needed also to its local application), ADA, WCAG 2.2, Section 508 and ensured it meets them:

We commit to ensuring that www.radissonhotels.com is:

Perceivable

- Content is presented in a logical and meaningful order, allowing assistive technologies to interpret it correctly.
- The instructions provided for understanding and operating on content do not solely rely on the sensory characteristics of the components such as shape, color, size, visual location, orientation, or sound.
- The content is adjustable, allowing users to customize the text size while maintaining a fully usable interface.
- Changing text spacing, including line height, paragraph spacing, letter spacing, or word spacing, does not result in loss of information or content.

Operable

- There are no keyboard traps (users can freely navigate within and outside of all components).
- There are no time limits imposed by the content or, if present, they are controllable by the user, adjustable, extendable, or justified by functional or legal requirements.
- No flashing or blinking content is used at levels that could trigger seizures, staying within the safety limits.
- The service pages have titles that describe their topic or purpose.
- The generated content does not alter or overwrite the currently active keyboard focus on the user interface.
- The target size of the input elements is large enough to ensure easy interaction for users.

Understandable

- The language of each page is properly defined and used consistently throughout the service.
- User interface components, when they receive keyboard focus, maintain a stable context and do not cause unexpected changes that could disorient the user.
- Layout and navigation remain consistent across the service
- When an input error is automatically detected, the item in error is identified and the error is described through text.
- When an input error is identified and the suggestions for correction are known, those suggestions are provided to the user, except in exceptional cases allowed by the legal standard.
- We write content in clear, simple language.

Robust

- Standard development technologies that can be interpreted by assistive technologies are used.

We test www.radissonhotels.com with the most common assistive technologies in a wide variety of OS-Browser configurations:

Screen readers (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to confirm that all interactive elements are announced correctly and can be operated.

We also test with screen magnification and high contrast modes.

We aim for compatibility with current versions of major assistive tools. Our code follows the best practices outlined in WCAG 2.2 and EN 301 549 for robust implementation, meaning it should remain accessible even as technology evolves.

Standards: based on the above, we apply WCAG 2.2 AA (latest) and EN 301 549 criteria to ensure accessibility. Meeting these standards creates a presumption of conformity with the EAA's requirements, ADA and other regulations based on the same technical standards.

Ongoing Monitoring and Maintenance

Accessibility is not a one-time effort for us – it's an ongoing process. Here's how we ensure www.radissonhotels.com stays accessible over time:

Our Accessibility team oversees accessibility for www.radissonhotels.com and you can get in touch at this email: customercare@radissonhotels.com

The Accessibility team reviews any new features or significant changes for potential accessibility impacts before release. We monitor updates to standards and regulations. Similarly, we are aware of evolving assistive technology patterns and consider those in our design update.

With the support of [AccessiWay](#), we carried out an external, expert-led manual audit on 10.07.2025 to verify our accessibility compliance. We maintain a cycle of continuous testing and improvement, with recurring support in place to ensure that comprehensive audits — including manual testing by professionals using assistive technologies — are conducted at least once a year.

Feedback and Contact Information

We welcome your feedback to make www.radissonhotels.com better. If you face any issues or have suggestions, contact us by email, phone, or mail. Share details about the problem so we can help.

We value the input of our users, especially if something isn't working for you. If you have any difficulty accessing any part of www.radissonhotels.com, discover an accessibility issue, or have suggestions for improvement, please let us know.

Email: customercare@radissonhotels.com

When you contact us, please provide as much detail as possible about the issue (what page or feature, what happened, and what assistive technology you are using, if any). We will acknowledge your feedback within 48 hours and do our best to resolve the issue as soon as possible.

Enforcement: In the event you feel we have not addressed your accessibility concerns adequately, you have the right to escalate your complaint. We sincerely hope to resolve any issue together with you before it reaches that stage, but this avenue is available.

Document History: This Accessibility Statement was first published on 10.07.25. It was last reviewed and updated on 10.07.2025. We plan to review it at least annually, or whenever significant changes to the service occur.