

Information on Accessibility at ticketone.it

The accessibility of digital services is a central concern for us. We want to ensure that all people can use our website on equal terms. This document describes how we implement the requirements of the accessibility law and what measures we have taken to make our services accessible.

Description of Our Service

We, TicketOne S.p.A. (hereinafter, referred to as TicketOne), provide information about artists, events, and venues on our website ticketone.it (hereinafter, referred to as Website) through which you can purchase tickets for events and related services and products, such as merchandise, through our website.

The services offered on our Website are generally provided by third parties, especially event organizers. TicketOne provides services for sales and shipping and acts as an intermediary or commission agent for these third parties. TicketOne always informs the buyer about the provider of the service in each offer.

The purchasing process works like in an online shop. The buyer selects what wants to buy, specify further details (e.g., event, date, ticket category, etc.), and add your selection to the shopping cart. Then, follows the subsequent steps to complete the purchase. During this process, it may be asked for the shipping address and to choose a payment method. After completing the purchase, the buyer will receive a summary via email.

How You Can Use Our Service Accessibility

According to the Accessibility Act, we are committed to making our e-commerce services accessible. This means that content such as texts, images, and certain functions on our Website must be perceivable, operable, understandable, and robust.

Our Website offers a variety of features to support accessibility. The Website is:

a) Perceivable

To facilitate perceiving the content, we have implemented measures such as:

- text is high contrast and can be enlarged up to 200% without loss of content or functionality;
- content can be used in any screen orientation;
- images have alternative text descriptions unless they are purely decorative and their content is already described in text;
- information conveyed through appearance (design), such as headings, lists, or tables, is also understandable for screen readers and other assistive tools, with appropriate descriptions and a logical order;
- links that are clearly distinguishable from the surrounding text, with consistent graphic styles that can be improved in future versions.

b) Operable

Our Website is designed for user-friendliness to ensure easy operation:

- the Website can be navigated via keyboard;
- we avoid design elements that could trigger seizures or physical reactions, such as flashing or blinking elements;
- online modules that provide error messages and useful tips, with an improvement program to make the experience even clearer and more intuitive;
- animations and dynamic content that enrich the user experience and will gradually be accompanied by pause or interruption options.

c) Understandable

Our Website is easy to understand:

- a clear navigation structure, with the use of titles and headings throughout most of the site, and a revision plan to make it even more uniform;
- assistive technologies can recognize the language of the Website;
- input errors are automatically detected, and the errors are described in text;
- content in multiple languages, with a commitment to always ensure consistency between the language declared on

the page and the label.

d) Robust

Our Website is robust, meaning compatibility with various assistive technologies is ensured. The Website and the entire ticket shop are compatible with common assistive technologies. Usage is possible with combinations such as:

- Microsoft Edge with Microsoft Narrator (Windows);
- Google Chrome or Mozilla Firefox with NVDA (Windows);
- Safari with Apple VoiceOver (macOS, iOS, iPadOS);
- Google Chrome with TalkBack (Android).

We continuously develop and adapt our Website to new requirements and technologies to ensure the legally required accessibility in the future.

Accessibility of Services Provided by third parties

TicketOne has no influence on how event organizers and other third parties provide the services purchased through TicketOne. Therefore, TicketOne cannot guarantee that these services are accessible themselves. In particular, on-site accessibility features such as wheelchair spaces, accessible entrances, or supportive services may vary depending on the event, time, and venue.

Information provided by organizers and/or third parties regarding booking wheelchair spaces or accessible access can be found directly on the respective event page. There, you will find information about whether and to what extent accessible seats, special tickets for accompanying persons, or other services for people with disabilities are available.

Services from third parties

We sometimes use services from third-party providers or offer them additionally, for example, through embedding. To the extent that we are obliged to do so within the scope of our own service, the services of third-party providers can also be used in an accessible manner. Otherwise, the statements regarding the accessibility of third-party services above apply.

Inaccessible content

The following is a summary of the inaccessible content for the purchasing process on sport.ticketone.it:

1.1.1 Non-text content: some images on the Website do not have alternative text. Other images do not have consistent alternative text associated with them.

1.3.1 Information and correlations: heading levels are not always used consistently on the Website pages. For example, the H1 heading level is not present on the HOMEPAGE. Furthermore, in some parts of the Website, some input fields do not have labels. Finally, there are no instructions informing users that the fields indicated in a form are mandatory.

1.3.2 Meaningful Sequence and 2.4.3 Focus Order: some elements are not picked up in the correct logical order by assistive technologies and when navigating with the keyboard, for example, some elements in the footer.

1.4.1 Use of color: within the Website there are links that are not underlined, such as on the event detail pages, or links that are not underlined but only become so when the mouse hovers over them. Links must always be underlined so that they can be distinguished from plain text.

1.4.3 Contrast (minimum): the minimum contrast between foreground text and background is not always sufficient, such as light gray text on a white background in the footer. In addition, some text is superimposed on non-uniform backgrounds. This superimposition does not guarantee full readability of the content.

1.4.10 Flow recalculation: when increasing the browser display settings to 200%, some content does not reshape correctly. For example, some elements in the footer.

2.1.1 Keyboard: the Website is partially navigable via keyboard as some elements cannot be reached.

2.2.1 Timing adjustment: on the Website, in the case of a timed action, there is no option to disable the time or request an extension.

2.2.2 Pause, stop, hide: the HOMEPAGE features an animation with automatic playback.

2.4.1 Block skipping: there are no block skip links.

2.4.4 Purpose of the link (in context): the Website contains generic links, such as “Click here”.

2.4.7 Visible focus: the focus is not always visible.

3.1.1 Page language: the language is not always stated, and when it is stated, it is not always correct.

3.3.1 Error identification: the Website contains forms in which, when an error is automatically detected, an error message is displayed but this is not intercepted by the screen reader.

3.3.2 Labels or instructions: some elements on the Website are in English or have labels in English, for example on the CATALOG page.

The following is a summary of the content that is not accessible on www.ticketone.it:

Seat map: this will be improved with the new seat map in SVG format currently under development.

Minor contrast issues: these will be resolved with the introduction of the new design system (EDS).

GCPS widgets: these require a complete overhaul, which is a rather demanding task.

Language on certain sections: no improvement is planned, as operational support would be unrealistic and the benefits would be marginal.

Application of filters in search: currently, filters are applied automatically for user experience (UX) reasons; from an accessibility point of view, they should be confirmed manually, but as this would worsen overall usability, no change is planned at this time.

Drafting of the accessibility statement

This statement was drafted on September 15, 2025.

The statement was made using an assessment carried out by a third party.

How to send reports and contact details of the provider

Users can report any accessibility issues at any time, indicating the relevant website, by writing to the following e-mail address: accessibility@ticketone.it

How to send reports to the Agency for Digital Italy (AgID)

In the event of an unsatisfactory response or no response within thirty days to the notification or request, the interested party may submit a report using the following link: <https://www.agid.gov.it/>

Information about the structure

Number of employees with disabilities in the company: 3

Number of workstations for employees with disabilities: 3