

Accessibility statement for TryBooking

Worcestershire County Council is committed to making its websites and applications accessible, in accordance with the [Public Sector Bodies \(Websites and Mobile Applications\) \(No. 2\) Accessibility Regulations 2018](#).

This accessibility statement applies to the TryBooking website.

This website is run by the provider TryBooking. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in without the text spilling off the screen
- navigate most of the website using just a keyboard (including skip to content or skip to main navigation)
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

Non accessible content

We know some parts of this website aren't fully accessible:

- many interactive elements do not have a focus state so are not fully accessible to keyboard users
- some search filters and forms are not fully accessible to keyboard or screen reader users
- The cookies banner is not keyboard accessible
- colour contrast makes it hard to read text or buttons in some parts of the website
- some pages do not have descriptive hyperlinks
- Some links only rely on colour as a form of identification making them hard to recognise
- Zooming and scaling of text size on a mobile device is disabled
- Some page content is not contained or coded by landmarks
- Headings are not structured logically and jump levels
- Some buttons do not announce appropriately for screen reader users

Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard, due to the non-compliance issues identified below:

- Keyboard focus on landing page many buttons including those that are key to using the website such as current events, past events, select a session and book now do not have obvious keyboard focus states (**WCAG 1.4.11 non-text contrast (focus indicators) and WCAG 2.1.1 Keyboard (accessible by a keyboard)**)
- Colour contrast of text and buttons does not meet minimum requirements (**WCAG 1.4.3 Contrast minimum**)
- The calendar is not keyboard accessible and lacks focus states (**WCAG 2.1.1 Keyboard (accessible by a keyboard)**)
- The contact form modal box is not keyboard accessible, has no obvious focus states, and is not labelled in the code correctly making it difficult to interact with or close (**WCAG 2.1.2 No keyboard trap**)
- The select to book buttons all say 'select' and announce as 'select link' so there is no context of what session is being selected (**WCAG 2.4.4 Link purpose (In context)**)
- The cookies banner is not keyboard accessible (**WCAG 2.1.1 Keyboard (accessible by a keyboard)**)
- Invalid ARIA attribute values, for example buttons are labelled aria-controls="pills-current" (**WCAG 3.3.2 Labels or instructions**)
- Zooming and scaling of text size on a mobile device is disabled (**WCAG 1.4.4 Resize text**)
- Some page content is not contained or coded by landmarks (**WCAG 1.3.1 Info and Relationships**)
- Headings are not structured logically and jump levels (**WCAG 2.4.6 Headings and labels**)
- Links are not always distinguished by two identifying features, often they rely only on colour and do not have an underline (**WCAG 1.4.1 Use of Colour**)
- Links are not descriptive, for example terms and conditions are labels as 'here' (**WCAG 2.4.4 Link purpose (In context)**)
- Some buttons are not labelled appropriately for screen reader users and most read out as just 'button' offering no context to their purpose (**WCAG 2.4.6 Headings and labels and WCAG 2.4.4 Link purpose (In context)**)

Preparation of this accessibility statement

This statement was prepared on 14 April 2025. It was last reviewed on 14 April 2025.

This website was last tested during April 2025. The testing was carried out using the following methods:

- Axe Developer Tools to check the underlying code
- Keyboard only access testing a selection of user journeys
- NVDA screen reader testing a selection of user journeys
- Zoom up to 400% to test that the site is responsive

The testing was completed to identify the main accessibility and usability issues that are apparent on the website.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille, or need help making a booking, please contact: equality@worcestershire.gov.uk or find your [local family hub](#) to get in contact.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page, please contact: equality@worcestershire.gov.uk

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#).