

# Accessibility statement

This accessibility statement covers the website for the space booking service of the City of Helsinki at the address <https://tilavaraus.hel.fi/>

The service is governed by the Act on the Provision of Digital Services, which requires that online public services must be accessible.

## Objective of the city

Helsinki's aim is to achieve web content accessibility at the level of AA or above (as specified in the Web Content Accessibility Guidelines, WCAG), whenever this is reasonably possible.

## Digital service accessibility status

This website meets the critical accessibility requirements at the WCAG 2.1 level AA, subject to the following deficiencies.

## Inaccessible content

The content specified below does not yet meet all the accessibility requirements set by legislation.

## Observed deficiencies

The website does not meet all the requirements at the moment:

- When the user selects a space from the space reservation, the screen reader does not focus to the top of the page
  - WCAG 2.1: 2.4.3 Focus Order
- The website contains links, for example, "Show more", which are fully skipped from the keyboard tabs
  - WCAG 2.1: 2.1.1 Keyboard
- The footer contains links that open a file and/or a new tab without warning
  - WCAG 2.1: 2.4.4 Link Purpose (in context)
- Links on the space-specific pages open a new tab without warning
  - WCAG 2.1: 2.4.4 Link Purpose (in context)
- The description of the language menu for the screen reader is just an abbreviation of the language, for example, FI
  - WCAG 2.1: 2.4.4 Link Purpose (in context), 4.1.2 Name, Role, Value
- Same ID in the language menu
  - WCAG 2.1: 4.1.1 Parsing
- Same ID for stylistic elements
  - WCAG 2.1: 4.1.1 Parsing

- In the drop-down menus for search criteria, the screen reader focus moves to the top of the menu when the criterion is selected, and the user is not notified of the selected criterion
  - WCAG 2.1: 2.4.3 Focus Order, 4.1.3 Status Messages
- It is not possible to set the maximum and minimum number of people in the space search with the screen reader, as the focus does not go inside the menu at all
  - WCAG 2.1: 2.1.1 Keyboard
- It is not possible to focus the Sort menu with the screen reader
  - WCAG 2.1: 2.1.1 Keyboard
- The icon connected to the maximum number of persons in the space has an aria-label description, but it is in English, "Max persons". Furthermore, in the English version it is "{{count}}persons".
  - WCAG 2.1: 1.1.1 Non-text Content, 3.1.2 Language of Parts
- There is an empty name tag in the Number of people field
  - WCAG 2.1: 2.4.6 Headings and Labels
- The drop-down menu label refers to the button that opens the menu
  - WCAG 2.1: 2.4.6 Headings and Labels
- The controls in the image carousel on the space-specific page are in English in all language versions
  - WCAG 2.1: 3.1.2 Language of Parts
- Image carousel button has invalid accessibility attribute
  - WCAG 2.1: 4.1.2 Name, Role, Value

## Correcting the defects

The observed deficiencies will be corrected by updating the service's user interface components by 30.09.2023.

## Access to inaccessible information

Due to the aforementioned shortcomings, inaccessible content may be requested from the website administration.

## Preparing the accessibility statement

This statement was prepared on 09.06.2023.

## Accessibility evaluation

The accessibility assessment is based the instructions and methods of the City of Helsinki, which aim to ensure the accessibility of the website at all stages.

Accessibility was verified through an external expert audit and a self-assessment.

The accessibility assessment comprised a software-based accessibility check and a manual analysis of the website content.

The shortcomings reported by the assessment tools have been checked and, if necessary, corrected.

Unicus Oy carried out the external expert audit.



## Updating the accessibility statement

The city ensures the accessibility of its website through continuous monitoring when the technical solutions and content are updated and through periodic audits. This statement will be updated in connection with website changes and accessibility re-assessments.

## Feedback and contact information

Office responsible for the website accessibility:

City Executive Office  
P.O. Box 1  
00099 City of Helsinki, Finland

## Reporting inaccessible content

If a user observes that the accessibility requirements are not met, this can be reported via e-mail to [helsinki.palaute@hel.fi](mailto:helsinki.palaute@hel.fi) or using the feedback form at <https://www.hel.fi/helsinki/en/administration/participate/feedback>.

## Requesting information in an accessible format

If the user feels the content of the website is inaccessible to them, they can request the information via e-mail from [helsinki.palaute@hel.fi](mailto:helsinki.palaute@hel.fi) or use the feedback form at <https://www.hel.fi/helsinki/en/administration/participate/feedback>. We will try to respond to you within a reasonable period of time.

## Legal protection and execution proceedings

If a person feels that their report or inquiry has not been answered or if they are not satisfied with the answer, the matter can be reported to the Regional State Administrative Agency for Southern Finland. The website of the Regional State Administrative Agency for Southern Finland contains detailed instructions for the procedure.

## Contact details for the supervisory authority

**Regional State Administrative Agency for Southern Finland**  
Accessibility Supervision Unit  
[www.saavutettavuusvaatimukset.fi](http://www.saavutettavuusvaatimukset.fi) (in Finnish)  
[saavutettavuus@avi.fi](mailto:saavutettavuus@avi.fi)  
Telephone switchboard: 0295 016 000  
Open: Mon–Fri 8:00 a.m.–4:15 p.m.

## City of Helsinki and accessibility

The City of Helsinki strives to be an accessible city for everyone. The goal of the City of Helsinki is to make it as easy as possible for everyone in the city to move and function, and to make all content and services accessible to everyone.

The city promotes the accessibility of its digital services by harmonising publishing processes and arranging accessibility training for the city's personnel.

The level of accessibility for each website is assessed continuously, as part of website administration. Any deficiencies discovered are addressed immediately. The aim is to implement the required changes as soon as possible.

## Disabled website user and users of assistive technology

The city offers advice and support to disabled website users and the users of assistive technologies. The support is available on the information pages indicated on the city's website and via telephone.



## Approval of the accessibility statement

This statement was approved on 20.06.2023

City Executive Office

City of Helsinki