

# Disney Tickets Accessibility Statement

## Website in the UK

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Date of publication: 28<sup>th</sup> June 2025

Last reviewed: 28<sup>th</sup> June 2025

The Walt Disney Company Limited is committed to making its Disney Tickets services (via websites) accessible to everyone, including people with disabilities.

This statement covers the Disney Tickets website(s) for Disney Tickets services in the European Economic Area and UK, and the related payment pages at <https://booking.disneytickets.co.uk> (collectively the “**Service**”).

For our customers in the European Union, this statement sets out accessibility features of Disney Tickets, how we meet the requirements of Directive (EU) 2019/882 relating to accessibility requirements for products and services and the national laws of EU member states which implement it (which we refer to collectively as the “**European Accessibility Act**”), and what we are doing to maintain and improve accessibility. It covers online services for the purchase of tickets and associated products or services on the e-commerce platform of the Disney Tickets website.

### Overview of the Disney Tickets Service

Disney Tickets is a ticket retailer where customers can purchase tickets to live events in the United Kingdom with associated products or services. The Service is available as a website or by contacting our Guest Services team.

You may obtain this description in alternative formats such as audio, large print, or braille, upon request via the Disney Tickets [Help Centre](#).

### How to use the Service

The website delivering the Service is designed to be used by as many people as possible and has been designed to offer accessibility features that can help customers access Disney Tickets, including by means of colour contrast, keyboard navigation, responsive design and text-to-speech.

- **Colour contrast & Font Sizing.** The Service is designed so text and elements on screen are easier to see and read for individuals with varying degrees of visual impairment. The Service supports zoom tools to assist individuals with visual impairments.
- **Keyboard navigation.** The Service is designed so you may navigate the Service using just a keyboard, using a modern screen reader and speech recognition software on

your computer, tablet or phone (including JAWS, VoiceOver, TalkBack and VoiceView). If using a keyboard or assistive device, you can navigate through links and buttons using the Tab key, and activate a selected item with Enter.

- **Logical purchase process.** The Service uses simple navigation, logical layouts with consistent and clear headings, landmarks, forms and menus when purchasing tickets. If you miss a required field during checkout, an error message will appear in text and be announced to screen reader users, explaining what needs to be corrected. Steps for purchasing tickets are broken into steps; you can navigate these via the “Confirm” and “Back” buttons.

As the Service continues to evolve, we will continue working to ensure that we meet the accessibility needs of our customers.

For more information on the accessibility features available on the Service, visit the dedicated pages in our [Help Centre](#).

### **Compliance with Accessibility Requirements under the European Accessibility Act**

We have assessed the Service against the European Accessibility Act’s accessibility requirements and to ensure it meets them.

The Walt Disney Company Limited aims to achieve compliance on the Service, amongst other things, through meeting and applying of the relevant harmonized European technical standards for accessibility for websites: at minimum, the Service is designed to target conformity with the Web Content Accessibility Guidelines (WCAG) 2.1 level A, and is currently testing against WCAG 2.2 level AA, and the relevant standards of EN 301 549 for digital accessibility, in order to achieve compliance with those standards (collectively the “**Accessibility Standards**”).

The general principles The Walt Disney Company Limited seeks to apply are the WCAG’s accessibility standards, based on the following four principles:

**Perceivable:** Information and user interface components must be presented in ways that users can sense. The Service provides users with options for perceiving content in different ways, for example, by supporting users who use browser /system/device settings to adjust colour contrast or resizing text.

**Operable:** Users must be able to interact with and navigate the user interface in ways that suit their needs. For example, all functionality should be accessible via keyboard, voice commands, or other input methods, not just a mouse. Standard shortcuts (like arrow keys in dropdown menus) are enabled without interfering with assistive technology.

**Understandable:** The content and operation of the user interface must be easy to comprehend. Instructions should be clear, and navigation should be intuitive, allowing users to understand and interact with the site without confusion. We avoid jargon and use clear,

simple language in our content to ensure instructions for making purchases are straightforward and accessible, and error messages are sensible and obvious.

**Robust:** Content should be robust enough that a broad range of users, browsers and assistive technologies can interpret it. As technology evolves, the site should remain accessible and functional for users of relevant assistive tools. We aim for compatibility with current versions of major assistive tools and follow the Accessibility Standards meaning that we strive to ensure the Service remains accessible even as technology evolves.

Our Disney Tickets help centre can also provide you with information on the accessibility of the Service and its compatibility with assistive technologies by phone or chat. Here is a link to our [Help Centre](#).

### **Accessibility Measures – Ongoing monitoring and maintenance**

To ensure ongoing accessibility of the Service, we will continue to pursue the following activities, with the goal of 1) creating services which can be used by the broadest audience possible, and 2) educating our services teams regarding the latest accessibility guidelines, trends and requirements:

- Conduct accessibility audits based on the internationally recognized WCAG 2.2 level AA accessibility standards, as well as EN 301 549. For these tests and assessments, we, or our third party accessibility partner, use a combination of static analysis tools and manual testing.
- Consult with our internationally recognized external accessibility partner, who conducts our accessibility audits, utilizing qualified staff members, many of whom have disabilities and/or lived disability experience themselves.
- Continue to work with our accessibility partner to prepare and deliver annual educational training, featuring the latest accessibility best practices and guidance.
- Maintain and expand our “Digital Accessibility Center of Excellence”, an internal-facing website our teams can access, which features accessibility-related information, resources, tools, guidelines and more.
- Continue to maintain a membership with the International Association of Accessibility Professionals (IAAP), one of the most well-respected accessibility accreditation organizations.

### **Feedback and Contact Information**

If customers encounter accessibility issues, they can reach out to our trained customer care teams who will help assist you.

We also have a Guest Services page specifically for customers who experience Accessibility-related issues. The site includes email, phone and physical address contact information:

<https://support.disney.com/hc/en-us/articles/5002124433556-Accessibility>