**Accessibility Statement for Lightning UK**

CTM (Corporate Travel Management) is committed to ensuring digital accessibility. We are continually improving the experience for all users and applying the relevant accessibility standards to all our new features.

**Measures to support accessibility**

CTM (Corporate Travel Management) takes the following measures to ensure accessibility of Lightning UK:

* Provide continual accessibility training for our staff.
* Assign clear accessibility targets and responsibilities.
* Employ formal accessibility quality assurance methods.
* Include Assistive Technology users in our pilot schemes.

**Conformance status**

The [Web Content Accessibility Guidelines (WCAG)](https://www.w3.org/WAI/standards-guidelines/wcag/) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Lightning UK is fully conformant with WCAG 2.1 level AA.

CTM received the Certificate of Accreditation from independent auditors, Digital Accessibility Centre (DAC) on the 21st February 2022, which remains valid until \*20th February 2023.

In achieving the certification, each product has undergone a manual technical compliance review against WCAG 2.1 to level AA.

\* CTM are committed to making sure our online booking tool is accessible to all users and that it complies with level AA of the Web Content Accessibility Guidelines – WCAG 2.1, in line with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

In order to help us achieve and maintain our objective, we have commissioned [The Digital Accessibility Centre (DAC)](http://www.digitalaccessibilitycentre.org/) to carry out WCAG 2.1 AA level technical compliance audits that also include extensive manual testing.

The compliance review is currently booked in for testing during **September 2023**

Once accreditation has been awarded, CTM will reflect this within its Accessibility Statement

**Feedback**

We welcome your feedback on the accessibility of Lightning UK. Please let us know if you encounter accessibility barriers by;

* Phone: 01274 726424
* E-mail: [north.bsu@travelctm.com](mailto:north.bsu@travelctm.comnorth.bsu@travelctm.com)
* Postal & Visitor address: Shire House, Humboldt Street, Bradford, BD1 5HQ

We will respond to feedback within 2 business days.

**Technical specifications**

Accessibility of Lightning UK relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

* HTML
* WAI-ARIA
* CSS
* JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

**Limitations and alternatives**

Despite our best efforts to ensure accessibility of Lightning UK, there may be some limitations. Below is a description of known limitations, and potential solutions.

Known limitations for Lightning UK:

1. **Hotel Photographs**: Individual hotel photographs are provided from an external database and are not managed by CTM. We therefore cannot add ‘alt text’ to the individual images. When using Assistive Technology, users will be tabbed to a single frame of the photographs rather than into each one. Users can therefore just tab straight back out of the image window rather than tabbing through all of the individual images.

**Assessment approach**

CTM (Corporate Travel Management) evaluated the accessibility of Lightning UK by the following approaches:

* The appointment of specialist independent auditors – The Digital Accessibility Centre (DAC)
* Self-evaluation
* AT user testing
* User feedback
* Considering accessibility during the design and development phase of our technology

This statement was created on 10th October 2019 and updated in Feb 22, using the [W3C Accessibility Statement Generator Tool](https://www.w3.org/WAI/planning/statements/).