



## Accessibility on our website

Hospitality, service and reliability are among Maritim's core values. This commitment does not end at our hotels on site, but also applies to our digital services. We aim to ensure that our website is accessible and usable for as many people as possible – regardless of individual abilities, technical requirements or personal limitations.

Digital content is used by people with a wide range of needs. This includes, among others, individuals with visual, hearing, motor or cognitive impairments, as well as older people or users with temporary limitations. An accessible design helps to present information in a clear and understandable way and enables equal access to our content and services for all users.

Accessibility is, for us, both an expression of social responsibility and a component of legal requirements. It supports inclusion, promotes equal opportunities and improves the overall usability and quality of digital services.

We understand accessibility as an ongoing process. Our website is reviewed and further developed on a regular basis in order to identify existing barriers and gradually reduce them. With this accessibility statement, we provide transparent information about the current status of implementation and the standards on which it is based.

## Status of compliance with the requirements

This website is **partially accessible**. It **partially** complies with the requirements of the German Ordinance on Accessible Information Technology (BITV 2.0) in conjunction with Directive (EU) 2016/2102 as well as the Web Content Accessibility Guidelines (WCAG) 2.1, conformity level AA.

The assessment of accessibility is based on a **self-evaluation**. Some content and functions do not yet fully meet the applicable accessibility requirements. We are continuously working to identify existing barriers and to reduce them step by step within the scope of technical and organisational possibilities.

## Non-accessible content

The content and functions listed below are currently **not fully accessible**:

- **Booking process**

The booking process currently has limitations in terms of operability and perceptibility and does not fully meet the requirements of WCAG 2.1 (conformity level AA) in all areas.

- **Sliders and banners**

Sliders or banners used on some pages currently do not offer an option to pause, stop or hide moving content.

- **PDF documents**

Some of the PDF documents provided for download are not prepared in an accessible manner, for example with regard to structure, reading order or alternative texts.

- **Keyboard accessibility of navigation**

The navigation is currently not fully operable via keyboard in all areas.

- **Alternative text for images**

Not all images are provided with meaningful alternative text.

- **Forms**

Some forms are not fully accessible because labels or associations of form fields are missing or have been implemented inadequately.

- **Colour contrasts**

In certain areas, colour contrasts do not yet fully meet the recommended minimum requirements.

We are continuously working to identify these barriers and to eliminate them step by step within the scope of technical and organisational possibilities.

## Preparation of this accessibility statement

This accessibility statement was prepared on **1 June 2025**.

The assessment of the accessibility of this website is based on a **self-evaluation**, taking into account the requirements of the German Ordinance on Accessible Information Technology (BITV 2.0) in conjunction with the **Web Content Accessibility Guidelines (WCAG) 2.1**, conformity level AA.

This statement is reviewed regularly and updated as required in order to reflect the current status of accessibility implementation.

## Feedback and contact details

If you notice any shortcomings with regard to the accessible design of our website or require information about non-accessible content, please feel free to contact us.

We endeavour to review your feedback and enquiries promptly and to take them into account within the scope of our possibilities.

### Contact:

Maritim Hotelgesellschaft mbH  
Department: Marketing  
info.vkd@maritim.de

## Enforcement procedure

If you believe that this website is not accessible and you have not received a satisfactory response to your accessibility enquiry, you may contact the **conciliation body pursuant to Section 10d of the Disability Equality Act of North Rhine-Westphalia (BGG NRW)**.

The conciliation body is responsible for facilitating an out-of-court resolution in cases of conflict relating to accessibility between people with disabilities and public bodies or providers of digital services.

### **Conciliation Body BGG NRW**

at the Commissioner of the State Government of North Rhine-Westphalia for People with Disabilities

Fürstenwall 25

40219 Dusseldorf

Germany

Email: [schlichtungsstelle@msb.nrw.de](mailto:schlichtungsstelle@msb.nrw.de)

Website: [www.msb.nrw/schlichtungsstelle-bgg-nrw](http://www.msb.nrw/schlichtungsstelle-bgg-nrw)

## **Accessibility – Statement in plain language**

At Maritim, good service is important to us.

This applies not only to our hotels, but also to our website.

We want as many people as possible to be able to use our website easily.

Our website is currently **not fully accessible**.

Some areas are difficult to use for people with impairments. These include, for example, the booking process, certain forms, images without descriptions or content with insufficient colour contrast.

We are continuously working to identify these barriers and to improve them step by step.

We understand accessibility as an ongoing process.

If you experience difficulties using our website or require support, please contact us. We take your feedback seriously and endeavour to find a solution.

If you do not receive a satisfactory response, you may contact an independent conciliation body. The contact details can be found in the full accessibility statement.