Accessibility Statement

General Information

Company Name: DialogShift GmbH
Address: Torstr. 201, 10115 Berlin, Germany
Contact: support@dialogshift.com, Tel: 030 40041715
Website: www.dialogshift.com
Web Chat Widget: DialogShift AI Chat Widget for Hotel Websites

Date of this statement: 24/05/2025
Last reviewed: 24/05/2025

Conformity Status

This web chat application is **fully compliant** with the requirements of the harmonized standard EN 301 549 V3.2.1 (2021-03) and the Web Content Accessibility Guidelines (WCAG) 2.1 at conformance level AA.

Accessibility Features

Our web chat widget supports the following accessibility features:

Operability

- **Keyboard Navigation:** Full operability of the chat widget via keyboard - all buttons and input fields are accessible via tab navigation.
- **Focus Management:** Visible focus indicators for all interactive elements (buttons, input field, language selection).
- **Logical Focus Order:** The focus moves in a logical order through the widget: Text input ☐ High-contrast mode button ☐ Close button ☐ File upload ☐ Menu button ☐ Chat action buttons.
- **Chat Opening:** The widget can be opened by click as well as via keyboard (Enter/Spacebar).
- **No Time Limits:** Chat sessions have no automatic time limits.

Perceivability

- **Contrasts:** Sufficient color contrasts for all text elements and buttons.
- **High-Contrast Mode:** A special high-contrast mode can be activated via the button in the bottom right corner.
- **Scalability:** The widget and all text can be enlarged up to 200% without loss of function.
- **Multilingualism:** Language selection between German (DE) and English (EN) via clearly marked buttons.
- **Alternative Texts:** All icons and buttons have descriptive alternative texts.
- **Visual Clarity:** Clear distinction between chatbot messages and user inputs.

Understandability

- **Clear Language:** Simple, understandable welcome texts and action buttons ("Book now", "Our Hotel", "Chat with the team").
- **Consistent Navigation:** Uniform positioning of control elements - close button at the top right, input field at the bottom.
- **Input Aids:** Clear labeling of the message input field with placeholder text, file upload function for document attachments.
- **Predictable Functions:** Consistent behavior of all buttons, file upload function, and recurring interaction patterns.

- **Helpful Action Buttons:** Predefined buttons for frequent requests (hotel booking, information, chat with the team).

Robustness

- **Screen Reader Compatibility:** Full support for common screen readers.
- **Semantic HTML Structure:** Correct use of HTML elements for optimal screen reader support.
- **ARIA Labels:** Extended labels for more complex control elements.
- **Cross-Browser Compatibility:** Functionality in all common web browsers.
- **Responsive Design:** Adaptation to different screen sizes and devices.

Known Limitations

Currently, there are no known accessibility limitations.

Creation Date and Methodology

Date of creation: 24/05/2025
Evaluation method: Combination of automated tests and manual review by accessibility experts.

Test tools used: - Manual tests with screen readers - Keyboard navigation tests in various browsers - Contrast measurements with WebAIM Contrast Checker - High-contrast mode tests

People involved: - Internal development teams

Feedback and Contact

We are committed to continuously improving the accessibility of our app. If you encounter any barriers or have suggestions for improvement, please contact us:

Accessibility Contact:
E-mail: support@dialogshift.com
Phone: 030 40041715
Mail: DialogShift GmbH, Torstr. 201, 10115 Berlin, Germany

Response time: We strive to answer your request within 5 working days.

Enforcement Procedure

If you believe that we have not responded adequately to your feedback, you can contact the responsible enforcement body:

Federal Competence Center for Accessibility (Bundeskompetenzzentrum Barrierefreiheit)
Federal Ministry of Labour and Social Affairs (Bundesministerium für Arbeit und Soziales)
E-mail: info.bmas@bmas.bund.de
Phone: 030 221911-0

Technical Specifications

Compatible Browsers: - Chrome 90+ and higher - Firefox 88+ and higher
- Safari 14+ and higher - Edge 90+ and higher

Supported Assistive Technologies: - Screen readers - Browser magnification and zoom functions - Keyboard navigation and keyboard shortcuts - High-contrast mode (system-wide and widget-internal) - Voice input software

Widget-specific Features: - Embedded web widget for customer websites - Responsive design for desktop and mobile devices - Multilingualism (DE/EN) with simple switching - Integrated high-contrast mode

Regular Review

This accessibility statement is reviewed regularly and updated as necessary. The next scheduled review is on 24/05/2026.

This statement was created in accordance with the requirements of the German Accessibility Strengthening Act (Barrierefreiheitsstärkungsgesetz - BFSG) and complies with the provisions of EU Directive 2019/882.