Accessibility on our websites, mobile web and apps

Our goal is to create accessible and user-friendly websites and mobile applications ('platforms') for all our travelers – whatever their abilities. In order to help us achieve that goal, we have incorporated the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 AA (which aims to provide a single shared standard for web content accessibility that meets the needs of individuals, organizations and governments internationally) into our product design methodology.

Using our platforms with assistive technology

The following information outlines how various assistive technologies can be used with our platforms to ensure that all travelers, regardless of their abilities, can navigate and use our platforms.

Using our platforms with visual disabilities

Support for screen readers:

We have prioritized supporting the screen reader and browser combinations that our travelers use most commonly, including:

Assistive Technology	Operating System	Browser
Voiceover	iOS and OSX	Safari
NVDA	Windows 11	Firefox
JAWS	Windows 11	Chrome
Talkback	Android	Chrome

Increasing contrast and altering text size:

If you need to configure your device for additional readability, consider adjusting your device or browser accessibility settings to:

- Increase text size
- Turn on high-contrast mode
- Turn on 'differentiate without color' and 'color filters' (for color blindness)

For detailed guides on using our platforms with visual disabilities, please go to the "Travelers with Visual Disabilities" section of our [Digital Accessibility help article](#).

Using our platforms with hearing disabilities

To enhance your experience with video and audio content on our platforms, consider adjusting your device or browser accessibility settings to:

- Enable closed captions on desktop devices
- Turn on subtitles on mobile devices

For detailed guides on using our platforms with hearing disabilities, please go to the "Travelers with Hearing Disabilities" section of our [Digital Accessibility help article.](#)

Using our platforms with motor disabilities

For travelers with motor disabilities and, in addition to using other specialized motor assistance technologies, consider adjusting accessibility settings on your device to enable:

- Switch control
- Voice commands/control
- Keyboard-only navigation

For detailed guides on using our platforms with motor disabilities, please go to the "Travelers with Motor Disabilities" section of our [Digital Accessibility help article](#).

Using our platforms with motion/animation sensitivity

To enable travelers to minimize non-essential motion on our platforms, consider selecting

'reduce motion' on your device or browser accessibility system settings.

For detailed guides on using our platforms with motion/animation sensitivity please go to the " Travelers with Motion/Animation sensitivity" section of our [Digital Accessibility help article](#).

Assistance with digital accessibility

Should you encounter any difficulties while using your preferred assistive technology with our platforms, please consult our [Digital Accessibility help article](#) which offers troubleshooting tips and solutions for common accessibility issues.

Should you need further assistance after consulting our help articles, please contact us via one of the following ways :
Chat with us online using the Live Chat option
Email us at accessibility@expediagroup.com

Our accessibility policy (Quality assurance and monitoring)

In addition to incorporating the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 AA into our product design methodology, we also consider accessibility in other areas of our business:

Training and support

We have developed a training program for our product and technology teams, which includes:

- Online courses
- In-person workshops
- Regular refresher sessions
- Informative presentations

In addition, our trained accessibility team provides ongoing support to our product and technology teams, offering insights and practical advice for integrating accessibility into our customer facing platforms and related processes.

Testing

We use both manual and automated testing methods to check the accessibility of our platforms, that include:

- Automated scans at various stages of product development
- Manual testing by experienced developers and product teams
- Periodic assessments by in-house accessibility subject matter experts
- Annual website and native application evaluations and testing

Resources

We have a database of accessibility resources and documentation to assist our teams, that includes:

- Best practices on accessibility
- Accessibility training and implementation guides for our various teams and roles

- Frequently asked questions
- Findings from our various testing activities
- A UI Toolkit with pre-built accessible buttons, menus, dialogs and design patterns

We also regularly review and update our resources in line with the Web Content Accessibility Guidelines (WCAG) and other relevant industry practices and innovations.

Monitoring

We monitor our digital accessibility activities by carrying out regular evaluations, that include:

- Monitoring industry standards
- Exploring emerging technologies
- Monitoring updates to core assistive technologies

By doing this, we endeavor to align our digital accessibility activities with relevant industry best practice.