# Air Concierge Accessibility Conformance Report

# WCAG Edition

**(Based on VPAT® Version 2.4)**

## Name of Product:

Air Concierge (<https://www.airconcierge.net/>)

## Report Date:

August 6th, 2023

## Product Description:

Air concierge is as much a leading hospitality management team that markets and services the homes of its property owner clients, as it is a trusted destination for travelers all over the world who wish to stay in a safe, well-cared for and unique home. Air Concierge can make memorable stays in remarkable homes possible. As a hospitality management company, we aim to be available nearly around the clock so we can handle all guest messages, and requests to book.

## Contact information:

[info@airconcierge.net](mailto:info@airconcierge.net)

## Evaluation Methods Used:

Accessibility testing as per WCAG 2.1 AA guidelines.

The evaluation was performed using below tools/ tests:

* Screen readers:
  + NVDA on Win10/ Chrome
  + VoiceOver on iPhone/ Safari
* WAVE automated tool
* Color contrast testing using Color Contrast Analyzer
* Browser zoom
* Keyboard-only
* Text-spacing testing using bookmarklets

## Notes:

The VPAT has been prepared based on the accessibility evaluation of the following pages/ flows:

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| --- |
| <https://www.airconcierge.net/> |
| <https://www.airconcierge.net/hgtv-my-house-is-your-house> |
| <https://www.airconcierge.net/airbnb-property-management-services> |
| <https://www.airconcierge.net/design> |
| <https://www.airconcierge.net/investment-consulting> |
| <https://www.airconcierge.net/pricing> |
| <https://www.airconcierge.net/signature-home> |
| <https://www.airconcierge.net/full-property-management-application> |
| <https://www.airconcierge.net/testimonials> |
| <https://www.airconcierge.net/new-home-guidance/guidance-counsel-consulting> |
| <https://www.airconcierge.net/summary-terms> |
| <https://www.airconcierge.net/terms-conditions-reservations> |
| <https://www.airconcierge.net/guest-terms> |
| <https://www.airconcierge.net/privacy-policy> |
| <https://www.airconcierge.net/cookie-policy> |
| <https://www.airconcierge.net/accessibility> |
| <https://www.airconcierge.net/faq-full-time-management> |
| <https://www.airconcierge.net/reviews> |
| <https://www.airconcierge.net/air-concierge-homeowners-portal> |
| <https://www.airconcierge.net/new-home-guidance> |
| <https://www.airconcierge.net/the-team> |
| <https://www.airconcierge.net/media> |
| <https://www.airconcierge.net/job-openings> |
| [https://www.airconcierge.net/seattle-airbnb-management](https://www.airconcierge.net/seattle-airbnb-management?__hstc=21858660.0c19f08a1a8924cc92855d84e9d3987c.1543863922166.1550037804805.1550040866818.61&__hssc=21858660.37.1550040866818&__hsfp=1455795565) |
| <https://www.airconcierge.net/dynamic-pricing> |
| <https://www.airconcierge.net/design-selected-works> |
| <https://www.airconcierge.net/los-angeles-airbnb-management> |
| [https://www.airconcierge.net/san-francisco-airbnb-management](https://www.airconcierge.net/san-francisco-airbnb-management/) |
| <https://www.airconcierge.net/palm-springs-airbnb-management> |
| <https://www.airconcierge.net/lake-tahoe-airbnb-management> |
| <https://www.airconcierge.net/orange-county-airbnb-management> |
| <https://www.airconcierge.net/san-diego-airbnb-management> |
| <https://www.airconcierge.net/new-home-guidance/management> |
| <https://www.airconcierge.net/cancellation-of-services> |
| <https://www.airconcierge.net/zero-tolerance-policy> |
| <https://www.airconcierge.net/new-home-guidance/consulting> |
| <https://www.airconcierge.net/new-home-guidance/consult-design-staging> |
| <https://www.airconcierge.net/scottsdalephoenix> |
| <https://www.airconcierge.net/setting-expectations> |
| <https://www.airconcierge.net/cart> Cart + Checkout |

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

|  |  |
| --- | --- |
| Standard/Guideline | Included in Report |
| Web Content Accessibility Guidelines 2.1 at *https://www.w3.org/TR/WCAG21/* | Level A (Yes)  Level AA (Yes)  Level AAA (No) |

## Terms

The terms used in the Conformance Level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
* **Partially Supports**: Some functionality of the product does not meet the criterion.
* **Does Not Support**: The majority of product functionality does not meet the criterion.
* **Not Applicable**: The criterion is not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criterion.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](https://www.w3.org/TR/WCAG21/).

### **Table 1: Success Criteria, Level A**

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| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) | Partially Supports | Images on the website contain  relevant alternative text.  **Exceptions include:**   * The alternative text is not provided for the 'Air Concierge - Property...Rental Homeowners' graphic on the HGTV My House Is Your House page *[Specific to third-party: Youtube].* |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | Not Applicable | No audio-only or video-only content is present on the website. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | Partially Supports | Captions are provided for multimedia content present on the website.  **Exceptions include:**   * Some part of the video doesn't have closed caption on the Home page *[Specific to third-party: Youtube].* |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) | Partially Supports | Alternatives are provided for multimedia content present on the website.  **Exceptions include:**   * The text alternative is not provided for the 'Air Concierge | Lake Tahoe Airbnb Management' video on the Lake Tahoe Airbnb Managements page *[Specific to third-party: Youtube].* |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) | Partially Supports | The website has consistent headers and global table structures to establish clear information and relationships within the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.  **Exceptions include:**   * The screen reader does not announce the error message when navigating to the input field upon error occurrence on the Home page *[Specific to third-party: HubSpot Chat]* * The screen reader does not announce the required attribute with the required edit fields on the Checkout page *[Specific to third-party: Square Space Checkout]* * The screen reader does not announce the additional information with the form fields on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | Partially Supports | The sequence of the content present on the website is meaningful and appropriate and does not affect the meaning of the provided content.  **Exceptions include:**   * The VoiceOver screen reader focus on iPhone is moving to the background elements, escaping the chat modal on the Home page *[Specific to third-party: HubSpot Chat].* |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) | Supports | No information is present on the website which is based on sensory characteristics such as shape, size, location, sound, etc. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | Partially Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  **Exceptions include:**   * The ‘Error' information is identified by color alone on the Cart page *[Specific to third-party: Square Space Checkout].* |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | Not Applicable | No audio content is present on the website that plays automatically for more than 3 seconds. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | Partially Supports | The website supports standard keyboard navigation and input functions.  **Exceptions include:**   * The 'Next' and 'Previous' buttons are not focusable on the Reviews page *[Specific to third-party: Airbnb Reviews].* |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | Supports | Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only) | Does Not Support | The shortcut keys for video controls such as play/ pause, mute, CC, and fullscreen, cannot be remapped or turned off, and are active with or without focus on the video frame on multiple pages *[Specific to third-party: YouTube].* |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | Not Applicable | There is no such activity present on the website where time needs to be adjusted or extended. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | Does Not Support | There is no mechanism available to Play and Pause the auto-playing banner video using the keyboard on the Home page *[Specific to third-party: YouTube].* |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | Not Applicable | There is no flashing content present on the website. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | Supports | A bypass mechanism for skipping to the main content is implemented. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | Supports | Descriptive and correct page titles are present for pages throughout the website. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | Partially Supports | The focus moves in a correct sequence order on the website from left to right and top to bottom.  **Exceptions include:**   * When the user selects the 'Remove' button, the focus moves to the next 'Remove' button of the product on the Cart page *[Specific to third-party: Square Space Checkout].* |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | Supports | All links are provided with appropriate link text and the user would be able to understand the purpose of the link from its link text. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only) | Partially Supports | All functionalities present in the website can be operated with a [single pointer](https://www.w3.org/TR/WCAG21/#dfn-single-pointer) without a path-based gesture unless a multipoint or path-based gesture is [essential](https://www.w3.org/TR/WCAG21/#dfn-essential).  **Exceptions include:**   * Functionality that involves path-based gesture has no alternate mechanism implemented to navigate the carousel on the Design Selected Works page *[Specific to third-party: Square Space Slideshow].* |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only) | Supports | No down-event of the pointer is used in the website to execute any part of the action. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only) | Supports | All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only) | Not Applicable | No functionality is present on the website that is operable only by device motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) | Partially Supports | The language attribute is correctly defined for the web pages.  **Exceptions include:**   * The Checkout page does not have a valid lang attribute *[Specific to third-party: Square Space Checkout].* |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | Supports | No interactive element is triggered automatically on receiving the focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | Supports | Change of context does not happen when the user changes the setting of any input controls. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | Supports | Errors present on the website are notified to the users correctly. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | Partially Supports | The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users.  **Exceptions include:**   * The visible label is not provided for the 'Write a message' edit field on the Home page *[Specific to third-party: HubSpot Chat].* |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | Partially Supports | The markup of the website has complete start and end tags, attributes, and unique IDs.  **Exceptions include:**   * The Review page has multiple static elements with the same id attribute *[Specific to third-party: Airbnb Reviews].* |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | Partially Supports | All the website elements have a proper label associated with their role and the screen reader is recognizing them correctly with updated values as well.  **Exceptions include:**   * The 'X Remove file' icon is missing an accessible label on the Home page *[Specific to third-party: HubSpot Chat]* * The Frame element doesn't have an accessible name on the Airbnb Management page *[Specific to third-party: YouTube].* |

### **Table 2: Success Criteria, Level AA**

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions)  (Level AA) | Not Applicable | No live multimedia content is present on the website. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) | Partially Supports | Audio descriptions are provided for multimedia content present on the website.  **Exceptions include:**   * The audio description is not provided for the 'Vacation with Us! Malibu...Allison Holker' video on the Home page *[Specific to third-party: YouTube].* |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation)  (Level AA 2.1 only) | Supports | The website does not restrict its view and operation to a single display orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only) | Partially Supports | Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields.  **Exceptions include:**   * The autocomplete attribute is incorrectly formatted on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | Partially Supports | The website adheres to minimum contrast standards.  **Exceptions include:**   * The placeholder text 'Enter Email Address' fails the color contrast ratio on the Home page *[Specific to third-party: HubSpot Chat]* * The images of text such as 'Listing Setup and Advertising' fails color contrast ratio on the Palm Springs Airbnb Management page. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | Partially Supports | The website is fully responsive. At a zoom of 200%, the site responds to that resolution without any loss of content or functionality.  **Exceptions include:**   * The User-scalable=no on <meta> tag disables zooming on mobile devices on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation)  (Level AA) | Partially Supports | No information is conveyed to the user via an image of the text.  **Exceptions include:**   * The image of text is used for the information present for the tables on the Home page. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow)  (Level AA 2.1 only) | Supports | The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only) | Partially Supports | The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s).  **Exceptions include:**   * The boundary outline of the checkboxes fails the color contrast ratio on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing)  (Level AA 2.1 only) | Partially Supports | The website is compliant with WCAG text spacing requirements.  **Exceptions include:**   * When the user applies the text spacing properties on the page, the placeholder text 'State' of the 'State' combo box gets truncated on the Cart page *[Specific to third-party: Square Space Checkout].* |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only) | Supports | The content that is triggered by hover or focus is dismissible, hoverable, and persistent |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc)  (Level AA) | Supports | A proper navigation header is provided to access the different types of website pages. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | Partially Supports | Headings and Labels on the website provide sufficient detail of the content they are describing.  **Exceptions include:**   * An Insufficient label is provided for the remove and edit details buttons on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | Partially Supports | All the elements present in the website have focus visibility.  **Exceptions include:**   * The focus indicator is not available on the 'Back' button using the keyboard on the Home page *[Specific to third-party: HubSpot Chat]* * The focus indicator is not visible for the buttons like 'Cancel' on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id)  (Level AA) | Not Applicable | English is the primary and only language of the website. There are no phrases or sentences written in any other language, which need to be defined separately. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | Supports | Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | Supports | Components that provide the same functionality throughout the website can be easily identified by the user. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions)  (Level AA) | Partially Supports | The provided error messages are descriptive enough to understand the error and identify the location where they occur.  **Exceptions include:**   * An insufficient error suggestion is provided for the required edit fields on the Checkout page *[Specific to third-party: Square Space Checkout].* |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | Not Applicable | There are no critical forms available where error prevention is required. Error suggestions are enough to  fill out the form and correct the errors. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only) | Partially Supports | The updated content automatically notifies the visually impaired users via a screen reader.  **Exceptions include:**   * The screen reader does not announce the chat response like 'Thank you for contacting us!...we'll return asap!' on the Home page *[Specific to third-party: HubSpot Chat]* * When the user selects the 'Add to cart' button, the error message appears but the same is not announced by the screen reader on the Guidance, Positioning & ROI page *[Specific to third-party: Square Space Checkout].* |