

Accessibility Statement - Portugal

PDF

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MOVE ON B&B HOTELS, publisher of the website <https://www.hotel-bb.com>, is committed to making its website(s), intranet, extranet and mobile application(s), etc. accessible in accordance Decree-Law No. 83/2018, of October 19, which transposes European Union directives regarding the accessibility of certain products and services.

To this end, B&B Hotels is implementing the following strategy and actions:

Actions taken in 2025:

- Audit carried out by Koen in July 2025.
- Multi-year accessibility plan: publication scheduled.

This accessibility statement applies to: <https://www.hotel-bb.com>

1.1. Compliance status

The website <https://www.hotel-bb.com> does not comply with the [General Accessibility Improvement Framework \(RGAA\)](#), version 4.1.2, due to the non-compliances and exemptions listed below.

It should be noted that the limited number of pages makes the sample unrepresentative and does not allow for a relevant score to be obtained to judge the compliance of the site.

1.1.1. Test results

The compliance audit carried out by Koen reveals that:

- 37% of the RGAA criteria are met. This is the number of criteria fully met on all pages in the sample. This is also referred to as the overall compliance rate.
- The average compliance rate for the online service is 53%. This is the average compliance score obtained on each of the pages in the sample.

1.2. Non-accessible content

1.2.1. Non-compliance

We list below all the non-compliant criteria. For details, refer to the audit grid and the multi-year plan for continuous improvement.

Images

1.1 Not all images that convey information have a text alternative.

- 1.2 Some decorative images are not correctly ignored by assistive technologies.
- 1.3 The text alternatives associated with images that convey information are not relevant (except in specific cases).
- 1.8 Some images containing information are not replaced by styled text, in the absence of a replacement mechanism (except in specific cases).

Structure and content

- 2.2 Some frame titles are not relevant.
- 3.1 Information is sometimes conveyed solely by colour.
- 3.2 The contrast between the text colour and the background colour is not high enough (except in specific cases).
- 3.3 The colours used in interface components or graphic elements that convey information do not contrast sufficiently (except in specific cases).

Media

- 4.9 Some non-temporal media alternatives are not relevant.
- 4.12 Certain non-temporal media cannot be controlled using a keyboard or pointing device.
- 4.13 Some time-based or non-time-based media are not compatible with assistive technologies (except in specific cases).

Links

- 6.1 Some links are not explicit (except in specific cases).
- 6.2 Some links do not have titles.

Scripts

- 7.1 Some scripts are not compatible with assistive technologies.
- 7.3 Some scripts cannot be controlled using the keyboard or pointing device (except in specific cases).
- 7.4 Some scripts that initiate a context change do not warn the user or give them control.
- 7.5 Some status messages are not correctly rendered by assistive technologies.

General information

- 8.6 Some page titles are not relevant.
- 8.7 Some language changes are not indicated in the source code (except in special cases).
- 8.9 Some tags are used solely for presentation purposes.

Document structure

- 9.1 The information is not structured with appropriate headings.
- 9.2 The document structure is not consistent (except in special cases).
- 9.3 Some lists are not structured correctly.

Presentation

- 10.1 Style sheets are not used to control the presentation of information.
- 10.6 Some links whose nature is not obvious are not visible in relation to the surrounding text.
- 10.7 Focus is not visible for some elements.
- 10.9 Information is sometimes conveyed solely by shape, size or position.
- 10.13 Additional content that appears when focusing or hovering cannot be controlled by the user (except in specific cases).

Forms

- 11.1 Some form fields do not have labels.
- 11.4 Some field labels and their associated fields are not adjacent (except in special cases).
- 11.5 Fields of the same type are not grouped together when necessary.
- 11.10 Input validation is not used appropriately (except in special cases).
- 11.11 Input validation is not accompanied by suggestions to facilitate error correction.
- 11.13 The purpose of certain input fields cannot be deduced, which limits automatic completion.

Navigation

- 12.1 Some sets of pages do not offer two different navigation systems (except in special cases).
- 12.4 The "site map" page cannot be accessed in the same way in each set of pages.
- 12.6 Areas grouping recurring content are not always accessible or avoidable.
- 12.7 Some pages do not have a skip link or quick access to the main content (except in special cases).
- 12.8 The tab order is not consistent.
- 12.11 Some additional content that appears on hover, focus or activation is not accessible via the keyboard (except in specific cases).

Time and movement

- 13.1 The user has no control over certain time limits that change the content (except in specific cases).
- 13.8 Some moving or flashing content cannot be controlled by the user.

1.2.2. Exemptions for disproportionate burden

None

1.2.3. Content not subject to accessibility requirements

Article 3 of Decree-Law No. 83/2018 lists the content exempt from the accessibility requirement. In particular, we have noted that certain content is exempted on the grounds of paragraph 4:

"Online maps and mapping services, provided that, in the case of maps intended to provide a location or route, the essential information is provided in an accessible digital format."

Page 13 of the order confirmation:

- Content concerned: Google Maps
- Criteria waived and considered not applicable for this content:
 - 4.12 Can each non-temporal media be controlled using the keyboard and any pointing device?
 - 4.13 Is each temporal and non-temporal media compatible with assistive technologies (except in special cases)?

1.3. Establishment of this accessibility statement

This statement was established on 01/08/2025.

1.3.1. Technologies used to create the website:

The following technologies are used on the website:

HTML 5
CSS
JavaScript
React 18.3
jQuery 3.X

1.3.2. Test environment

Web page testing was performed using the following combinations of web browsers and screen readers:

User agent	Assistive technology
Firefox 141.0	NVDA 2024.3.11
Firefox 141.0	JAWS 2024.2403.3
Safari 16.3	VoiceOver

1.3.3. Tools for assessing accessibility

The following tools were used during the evaluation:

RGAA extension published by DINUM for Firefox;
Browser code inspector (Firefox)
Contrast-Finder and Colour Contrast Analyser to test colour contrasts.
W3C validator: validator.w3.org
HeadingsMap extension for Firefox, to view the structure of headings.
Web Developer browser extension by Chris Pederick:
<https://chrispederick.com/work/web-developer/>
ARCToolkit on Chrome for numerous
criteria<https://chrome.google.com/webstore/detail/arc-toolkit/chdkkkccnlfncngelcgbgfmjebmkmce>
PDF Accessibility | PDF Accessibility Checker (PAC
2021)<https://pdfua.foundation/fr/pdf-accessibility-checker-pac>

1.3.4. Website pages that have been checked for compliance

1.3.4.1. Structured sample

Home<https://www.hotel-bb.com/fr>;
Contact <https://www.hotel-bb.com/fr/aide-contact/formulaire-contact/france?cont...>;
Legal notices<https://www.hotel-bb.com/fr/mentions-legales>;
My account<https://www.hotel-bb.com/fr/user/my-information>;
Site map<https://www.hotel-bb.com/fr/sitemap>;
Help page / User guide<https://www.hotel-bb.com/fr/aide-contact/faq>;
Authentication <https://www.hotel-bb.com/fr/user/login>;
Search results
<https://www.hotel-bb.com/fr/search?gps%5Bvalue%5D=44.8416106%2C-0.58109...>;
Hotel page step
<https://www.hotel-bb.com/fr/hotel/bordeaux-centre-begles?gps%5Bvalue%5D...>;

Select options step

https://www.hotel-bb.com/checkout/?id=18740_1751535816009&step=2

Who is making the booking step 3 (not logged in)

https://www.hotel-bb.com/checkout/?id=18740_1751535816009&step=3

Summary and

paymenthttps://www.hotel-bb.com/checkout/?id=18740_1751535816009&step=4

[p;](#)

Confirmation<https://preprod-akamai.moveon-hotelbb.com/fr/checkout-confirmation/1561...>

B&me<https://www.hotel-bb.com/fr/b-and-me>

City<https://www.hotel-bb.com/fr/ville/hotels-paris>

Account creation<https://www.hotel-bb.com/fr/user/register>

My account and login

settings<https://www.hotel-bb.com/fr/user/my-information>

My B&me account<https://www.hotel-bb.com/fr/b-and-me-advantages>

1.3.4.2. Random sample

In accordance with the RGAA: "randomly selected pages representing at least 10% of the pages in the sample described above are added."

Help and contact<https://www.hotel-bb.com/fr/aide-contact/contact/france>

My reservations<https://www.hotel-bb.com/fr/my-bookings-to-come>

1.4. Feedback and contact

If you are unable to access content or a service, you can contact the website manager to be directed to an accessible alternative or to obtain the content in another format.

Send a message via our form here:

https://www.hotel-bb.com/fr/aide-contact/formulaire-contact/france?contact_reason=Technical%20support%20request

1.5. Remedies

This procedure should be used in case you have reported an accessibility issue to the website manager that prevents you from accessing content or one of the portal's services, and you have not received a response or a satisfactory response.

To contact the website manager, you may do so:

- By post: Addressed to MOVE ON B&B HOTELS, 271, rue du Général Paulet – 29200 Brest (France).
- By email: groupnotification@hotelbb.com

To ensure the fulfillment of your rights in Portugal, you may:

- Submit a complaint to the AMA: Use the contact form of the Administrative Modernization Agency (*Agência para a Modernização Administrativa*).
- Contact the Ombudsman: Use the dedicated form on the official website to report a lack of accessibility in services of general interest.
- Send a letter by post: You may write to the Office of the Ombudsman (*Provedoria de Justiça*), located at Rua Pau de Bandeira, n.º 9, 1249-088 Lisbon.

