

Tourient Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Tourient

Report Date: January 2026

Product Description: Tourient is a web app that allows users to create and share self-guided tours and audio guides.

Contact Information: sales@tourient.app

Notes: Level AA compliance

Evaluation Methods Used: Automated scanning tools and manual testing by users with and without product knowledge.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (Yes)

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. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	ALT text is a required field when adding images
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Clients are encouraged to add text transcripts, and we include a built-in tool for generating them
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	Live audio streaming is not an existing feature
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Platform supports video embeds from external platforms that support audio description, and includes a tool to generate transcripts of audio
1.3.1 Info and Relationships (Level A)	Supports	Semantic HTML and ARIA landmarks and roles are used
1.3.2 Meaningful Sequence (Level A)	Supports	DOM order matches visual order
1.3.3 Sensory Characteristics (Level A)	Supports	Interface elements include text labels and icons
1.4.1 Use of Color (Level A)	Supports	Text color adjusts automatically based on client selected branding colors
1.4.2 Audio Control (Level A)	Supports	Audio does not play automatically by default. If enabled by the client, audio can be paused at any time.
2.1.1 Keyboard (Level A)	Supports	All functionality is keyboard operable.
2.1.2 No Keyboard Trap (Level A)	Supports	Focus can be moved to and away from a component using a keyboard
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	The end-user application does not include character key shortcuts
2.2.1 Timing Adjustable (Level A)	Not applicable	No time limit is set by the content
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	No content is moving, blinking, scrolling, or auto-updating
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	Content does not flash

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Supports	A skip link is available to bypass navigation. ARIA landmarks are also used to identify regions of a page.
2.4.2 Page Titled (Level A)	Supports	Pages are required to have titles.
2.4.3 Focus Order (Level A)	Supports	Focus order follows sequential order
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	Application links indicate their purpose. Clients are advised to indicate link purpose with text for inline links created in their content.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not applicable	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Drag and drop actions in administrative control panel can be canceled
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Accessible names start with visual label text
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	Content is not dependent on a user's ability to move a device.
3.1.1 Language of Page (Level A)	Not applicable	Related: the site locale is set on the HTML lang attribute, which triggers translation of application elements into the selected language
3.2.1 On Focus (Level A)	Supports	Context changes are triggered only by specific actions of the user
3.2.2 On Input (Level A)	Supports	Settings interface: users are advised that clicking or tapping a button may immediately change the value
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Report issues link is consistently available in Settings menu for end-users
3.3.1 Error Identification (Level A)	Supports	Errors are described to users in text
3.3.2 Labels or Instructions (Level A)	Supports	Labels and/or instructions are provided when input is required
3.3.7 Redundant Entry (Level A 2.2 only)	Partially supports	Information entered in administrative control panel is made available for reuse in tools and taxonomies
4.1.2 Name, Role, Value (Level A)	Supports	Label elements are associated with form inputs. Where not possible, ARIA labels are used. Roles are added where necessary.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Live audio is not currently a feature
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Platform supports video embeds from external platforms that support audio description, and includes a tool to generate transcripts of audio
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content does not restrict usage to a particular display orientation
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Input fields include a type attribute and helper text to describe the expected input and its purpose
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text colors automatically adjust based on client selected branding colors to maintain compliant contrast ratio
1.4.4 Resize text (Level AA)	Supports	Text and interface elements can be resized up to 200%
1.4.5 Images of Text (Level AA)	Partially supports	Clients are advised to not use images of text where possible
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Application uses media queries and CSS grid to reflow content
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Interface components exceed the contrast guideline
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	No loss of content or functionality occurs by changing text spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Tooltips, if used by the client, are dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	Tour stop pages can be accessed via previous and next links, via the Stops menu, directly via URL, or by scanning a QR code.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are descriptive
2.4.7 Focus Visible (Level AA)	Supports	Keyboard focus indicator is a visible border
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	No part of the component is hidden by the keyboard focus
2.5.7 Dragging Movements (Level AA 2.2 only)	Not applicable	The application does not utilize dragging movements
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Target sizes are at least 48px x 48px
3.1.2 Language of Parts (Level AA)	Not applicable	Not a current feature of the application
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation appears in the same place and order throughout the application
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality are identified with text and icons
3.3.3 Error Suggestion (Level AA)	Not applicable	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Partially supports	Control panel supports auto-fill and magic link authentication alternatives
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Application uses ARIA role=status or role=alert depending on message context

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not applicable	This is not a feature of the application
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Partially supports	Embedded players support audio description if implemented by the client
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Partially supports	Transcripts for audio are provided inline within the player interface
1.2.9 Audio-only (Live) (Level AAA)	Not applicable	Live audio is not supported by the application

Criteria	Conformance Level	Remarks and Explanations
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Supports	Semantic HTML, ARIA roles and labels
1.4.6 Contrast (Enhanced) (Level AAA)	Partially supports	If colors selected by client meet a 7:1 contrast ratio
1.4.7 Low or No Background Audio (Level AAA)		
1.4.8 Visual Presentation (Level AAA)	Partially supports	User-selectable light, dark, high-contrast modes
1.4.9 Images of Text (No Exception) (Level AAA)	Partially supports	Clients are advised to not use images of text where possible
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	All functionality is keyboard operable in the end-user facing application
2.2.3 No Timing (Level AAA)	Not applicable	
2.2.4 Interruptions (Level AAA)	Not applicable	
2.2.5 Re-authenticating (Level AAA)	Partially supports	User of administrative control panel can continue activity after re-authenticating
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Supports	User inactivity timeouts on the administrative control panel are customizable, while the end-user application does not have content timeouts.
2.3.2 Three Flashes (Level AAA)	Supports	Content does not flash
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Supports	Motion animation is minimal and can be disabled.
2.4.8 Location (Level AAA)	Supports	A user's current location within the self-guided tour is indicated with text and icon in the Stops menu. Previously visited locations are also indicated.
2.4.9 Link Purpose (Link Only) (Level AAA)	Partially supports	Clients are advised to avoid "click here" link text
2.4.10 Section Headings (Level AAA)	Supports	Section headings are used to organize the content in a sequential ordering
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Supports	No part of the component is hidden by the keyboard focus
2.4.13 Focus Appearance (Level AAA 2.2 only)	Supports	Keyboard focus indicator exceeds standards
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Supports	Target sizes are at least 48px x 48px
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Supports	Web content does not restrict the use of input modalities

Criteria	Conformance Level	Remarks and Explanations
3.1.3 Unusual Words (Level AAA)	Supports	A tooltip function exists that allows the client to add definitions to unusual words
3.1.4 Abbreviations (Level AAA)	Supports	A tooltip function exists that allows the client to add the expanded form or meaning to abbreviations
3.1.5 Reading Level (Level AAA)	Not applicable	Reading level of text on client sites is at the discretion of the client
3.1.6 Pronunciation (Level AAA)	Not applicable	A tooltip function exists that could be used to meet this criteria
3.2.5 Change on Request (Level AAA)	Supports	Change of context is initiated only on user request
3.3.5 Help (Level AAA)	Supports	Forms include text instructions describing the necessary input
3.3.6 Error Prevention (All) (Level AAA)	Supports	Data entered by the user is checked for input errors
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Partially supports	Control panel supports auto-fill and magic link authentication alternatives