

Accessibility Statement

Italo S.p.A. is committed to providing an inclusive and accessible experience to everyone, including individuals with disabilities, in accordance with Italian Law #4 of 9 January 2004, known as the "Stanca Act". This accessibility statement applies to the website <https://biglietti.italotreno.com>

Compliance status

This website is partially compliant with the requirements of Annex A of the UNI CEI EN 301549 standard, due to the cases of non-compliance and/or exemptions listed below. The accessibility analysis exclusively covered the website's internal features and content, excluding external components from third-party companies, which cannot be modified directly from the platform.

Contents assessed as “not accessible”

The content listed below is not accessible for the following reasons of non-compliance with Law No. 4 of January 9, 2004:

- **C.G.1.1.1 Non-text content (Level A):** Some images or icons within the purchase flows and the personal area have incorrect alternative text or text in English.
- **C.G.1.3.1 Info and relationships (Level A):** On some pages of the personal area and in certain steps of the purchase flows, the heading hierarchy is not correct; for some elements, such as unordered lists, the visual structure does not match the programmatically determined structure.
- **C.G.1.4.11 Non-text contrast (Level AA):** Within the headers of the mobile matrix and in interactive components on a dark background, the focus state color has a contrast ratio of less than 3:1 against the background and is therefore not perceivable.
- **C.G.1.4.12 Text spacing (Level AA):** Text included within images in the carousels of the personal area may not be correctly perceived by some users who need to adjust text spacing.
- **C.G.2.1.1 Keyboard (Level A):** Some interactive components do not receive focus correctly; the train list can be expanded via keyboard only when interacting with the chevron.

- **C.G.2.4.3 Focus order (Level A):** In some cases, a correct focus order is not ensured. When navigating the purchase flow on mobile breakpoints using the keyboard, once a fare is selected, the benefits modal opens automatically; the modal must be closed in order to continue the purchase.
- **C.G.2.4.4 Link purpose (in context) (Level A):** Some links may not have self-explanatory text and may not indicate that they open in a new tab.
- **C.G.3.2.2 On input (Level A):** Within the invoice form, users are not notified of changes in the underlying structure when interacting with radio buttons.
- **C.G.4.1.2 Name, role, value (Level A):** Some elements do not have a correct accessible name or role; some elements do not communicate their current state to the user (e.g., expanded/collapsed).
- **C.G.6 WCAG compliance requirements:** The website does not comply with Level A and AA success criteria from 9.1 to 9.4 of the WCAG.
- **C.10 Non-web documents:** Some PDFs, including those downloadable after purchasing a ticket or a carnet, are not accessible.
- **C.11.7 User preferences:** The website does not respect user preferences such as dark mode or custom fonts.

Italo S.p.A. is working alongside accessibility experts to fix non-conformities and is also defining specific mitigating actions in the meantime.

Preparation of this accessibility statement

This statement was drafted on October 17, 2025.

The statement was prepared both through self-assessment and through evaluation carried out by third parties.

Reporting accessibility problems with this website

If you find any problems that are not listed on this page or you think we are not meeting the accessibility requirements, email us at: italo@pec.ntvspa.it

In the email you must include:

- Name and surname;
- Address of the web page or sections of the site that are the subject of the report;

- Clear and concise description of the encountered problem;
- Screenshot of the encountered problem (if applicable);
- Tools used during navigation like operating system version, browser version, assistive technologies used (if applicable).

Sending reports to AgID

In the event of an unsatisfactory response or failure to respond within thirty days to the notification or request, the interested party may submit a report using the method indicated on the [AgID institutional website](#).

Website additional informations

Website publication date: April 15, 2012

Usability testing carried out: Yes

Content Management System (CMS) used: n/a

Structure Informations

Number of employees with disabilities as of 17/10/2025: 19

Number of workstations for employees with disabilities as of 17/10/2025: 19