

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://italoinviaggio.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 contents listed below are not accessible for the following reasons of non-compliance with the accessibility regulations:

- **C.9.1.1.1 Non-text content (Level A):** Images in the carousels within the “Discover Italoblog” sections are not treated as decorative images or do not have correct alternative text; the file name is read instead.
- **C.9.1.3.1 Info and relationships (Level A):** On some pages, the visual structure of components does not match the programmatically determined structure; the list of train stops in tables or in the “information” modal is not recognized as a list element by screen readers.
- **C.9.6 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 containing notices to passengers regarding strikes and service disruptions, are not fully 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 8, 2025. The statement was carried out both through self-assessment and through third-party assessment.

Reporting accessibility problems with this website

If you find any problems that are not listed on this page or you think we're 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

1. Website publication date: April 15, 2012
2. Usability testing carried out: Yes
3. Content Management System (CMS) used: Sitecore

Structure Informations

1. Number of employees with disabilities as of 08/10/2025: 19
2. Number of workstations for employees with disabilities as of 08/10/2025:
19