

Accessibility Statement

Operator:

Company name: pelicantravel.com s.r.o.

Registered office: Pribinova 17954/10, 811 09 Bratislava, Slovak Republic

Company registration: Registered in the Commercial Register of the Bratislava III City Court, section SRO, insert no.: 32895/B

Company ID: 35897821

(hereinafter also referred to as "Pelikán")

In accordance with Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (hereinafter referred to as the "EAA") and Act No. 351/2022 Coll. on the accessibility of products and services for persons with disabilities and on amendments and supplements to certain acts (hereinafter referred to as the "Accessibility Act"), issues this accessibility statement.

Our goal is to ensure that our digital services are accessible to the widest possible range of users, including people with disabilities or other functional limitations. Therefore, we are continuously adapting and improving our services to ensure compliance with applicable legal regulations, technical standards, and verified accessibility standards.

This document provides an overview of how we make our services accessible to all users, including those with disabilities. It explains the steps we take to ensure their availability and also provides contact details for anyone who has questions, needs assistance, or wants to share feedback regarding accessibility.

1. General Description of Services

Pelikán operates an online platform that allows customers to search for, browse, and order travel-related services or products online (such as flights, accommodation, package holidays, and other ancillary travel services). This means that you may conclude a distance contract with Pelikán through the website or mobile applications without being physically present. Our service enables the booking of flights, accommodation, holidays, and other travel-related services, the selection of carrier, fare and class, destination, transparent viewing of transport and baggage conditions, ancillary services such as insurance or priority boarding, and also provides e-mail confirmations with the option to manage bookings online, among other features.

This accessibility information applies to the following websites and mobile applications (Android and iOS), and to the e-commerce services provided through them:

www.pelikan.sk/en,

www.pelican.travel.

The service is designed to be accessible to users with various needs:

- Blind and visually impaired users can use screen readers.

- The website is operable without a mouse – using keyboard navigation.
- The content is presented in a clear language and logical structure.
- Color contrasts and font sizes follow the recommendations of WCAG 2.2.
- Content is provided in HTML format and, upon request, also in PDF format (with accessible structure).

Explanation of How the Service Works

The service functions as an online shopping platform. The user may:

- search for flights / holidays / last minute offers / exotic stays or accommodations using filters such as travel dates, destination, departure location, and other available criteria;
- browse detailed information about flights, accommodation, tours, and other services and products, including descriptions, prices, terms, and availability;
- select and order products and services – concluding a distance contract;
- pay online via a payment gateway, bank transfer, or instant payment button, as well as other available payment methods;
- receive a confirmation of the order and the secured product/service, which is sent to the customer's email;
- register and manage their account – with options to modify, cancel, or contact customer service.

Navigation is consistent across all subpages. All forms contain clear labels and error notifications.

The company provides its services through the web portals www.pelikan.sk/en and www.pelican.travel, ensuring the booking and sale of air tickets, including ancillary services.

Fulfilment of Accessibility Requirements:

Accessibility Requirement	Status	Comment / Specification
Text alternatives for non-text content	Not fulfilled	Missing alt texts for important images on the website
Keyboard accessibility	Fulfilled	All interactive elements are operable via keyboard, correct focus order
Text and background contrast ratio	Not fulfilled	Some texts have insufficient contrast (less than 4.5:1)
Content zoom without loss of functionality	Fulfilled	The website is responsive and supports content scaling

Compatibility with assistive technologies	Fulfilled	Correct ARIA roles and attributes, valid HTML code
Navigation structure and headings	Not fulfilled	Inadequate heading hierarchy, skipped heading levels
Clear links and labels	Not fulfilled	Non-descriptive links such as “click here” are used
Consistent appearance and controls	Fulfilled	Consistent controls and layout
Navigation aids	Not fulfilled	Missing “Skip to content” link or equivalent navigation mechanism
Information conveyed through color	Not fulfilled	Some information is conveyed by color alone

2. Level of Compliance and Planned Steps to Improve Accessibility

The company's digital services are partially compliant with the requirements of Act No. 338/2023 Coll. on the accessibility of certain products and services, with a compliance level of 60%. Known deficiencies and their resolution timeline:

Deficiency	Planned Correction by
Adding alternative text descriptions for images	30 June 2026
Adjusting text and background contrast	31 March 2026
Correcting heading hierarchy	31 December 2025
Improving descriptive link texts	31 March 2026

Implementing “Skip to content” navigation	31 December 2025
Eliminating reliance on color to convey information	30 June 2026

Priority Areas for Improvement:

- Text contrast ratios (critical for readability)
- Alternative text for images (a fundamental accessibility requirement)
- Navigation structure and on-page orientation

Preparation of this Accessibility Statement:


This statement was prepared on **28 June 2025**.


Date of Last Review:

27 June 2025

Support, Feedback, and Additional Information

Our support services help users understand the accessibility of our services and their compatibility with various assistive technologies. We also provide the following support options to help people with disabilities access and use our digital solutions more easily:

 Email: [info@pelikan.sk]


 Phone: [02 / 5464 9494]

Procedure for Compliance Review / Supervisory Authority

If you are not satisfied with our response or have not received an answer within a reasonable timeframe, you may contact the supervisory authority:

Slovak Trade Inspection – Central Inspectorate
Bajkalská 21/A, 827 99 Bratislava

 Website: <https://www.soi.sk>

 Email: info@soi.sk