



Accessibility Statement for Cornwall Association of Tourist Attractions and Best Days Out Cornwall

This accessibility statement applies to the website of Best Days Out Cornwall, owned and run by Cornwall Association of Tourist Attractions (CATA).

This website is run by CATA. We want as many people as possible to be able to use this website.

Using our website

Our website has been designed to allow you to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- use a screen reader on the whole website

We have also made sure that:

- the website text is as simple as possible to understand

AbilityNet has advice on making your device easier to use if you have a disability.

Other websites that provide helpful information and advice are MyComputerMyWay and Scope guidance on smart phone accessibility features.

Please note CATA is not responsible for the content or accessibility of external sites that we provide links to.

How accessible this website is

There are elements of this website which are not fully accessible:

PDF documents published before 23rd September 2018

Most older PDF documents are not fully accessible to screen reader software. These PDFs have not been made accessible because they are not needed to access services.

Transcripts or captions for live video

For live-streamed videos we do not create live transcriptions but we recommend that you use the auto-captioning option on YouTube.

How to request content in an accessible format

If you need information on this website in a different format or would like a copy of our Best Days Out Cornwall guide in an accessible format, please contact us to discuss your individual requirements.

We are currently able to provide information in the following formats:

- PDF
- Word documents
- Hard-copy print outs

We'll consider your request and get back to you within five working days.

If you cannot view the map on our Contact Us page, please call or email the specific attraction for directions.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of our website. If you find any problems not listed on this page or think that we are not meeting the accessibility requirements, please contact us and tell us:

- the web address (URL) or title of the page where you found a problem
- what the problem is
- what computer and software you use

Enforcement procedure

If you have any reason to make a complaint about the accessibility of our website, please contact us in the first instance on hello@bestdaysoutcornwall.co.uk

If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Contacting us

You can contact us via letter or email.

Best Days Out Cornwall

Cornwall Association of Tourist Attractions

c/o Robinson Reed Layton

Peat House

Newham Road

Truro TR1 2DP

Email: hello@bestdaysoutcornwall.co.uk

Technical information about this website's accessibility

Cornwall Association of Tourist Attractions is committed to making its website accessible.

Compliance Status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances and exemptions listed below:

Non-accessible content

The content listed below is non-accessible for the following reasons:

Content not within the scope of the accessibility regulation.

- PDFs and other documents
- Most older PDF documents are not fully accessible to screen reader software.

The accessibility regulations do not require us to fix PDFs or other documents published before 23rd September 2018 if they are not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

Transcripts or captions for live video

- We do not plan to add captions or transcripts to any live video streams because live video is exempt from meeting the accessibility regulations.
- However, we do recommend that you use the auto-captioning option on YouTube. We cannot guarantee that auto-captioning during live videos will always be 100% accurate.

If you encounter any problems, please contact us and we can discuss your needs.

Preparation of this accessibility statement

This statement was prepared on 30 November 2021. It was last reviewed on 30 November 2021.

This website was last tested on 30 November 2021. The test was carried out by THStudio.

You can read the full accessibility test report [here](#).