

Website Accessibility Statement

Effective Date: 5 September 2026

Website: www.wowitworks.co.uk

WOW IT Works Ltd is committed to ensuring digital accessibility for people of all abilities. We strive to continually improve the user experience for everyone and apply relevant accessibility standards to our website.

1. Compliance Status

We aim to conform to the **Web Content Accessibility Guidelines (WCAG) 2.1 level AA** standards. These guidelines explain how to make web content more accessible to people with a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

Our website is built on the **Wix** platform, which incorporates built-in accessibility framework tools, semantics, and responsive design features.

2. Accessibility Features on Our Site

To help make www.wowitworks.co.uk accessible, our website includes:

- **Keyboard Navigation:** Core pages and navigation menus can be navigated using keyboard commands.
- **Responsive Design:** Content resizes smoothly for display on desktop monitors, tablets, and mobile devices.
- **Text Zoom Support:** Text and layout support browser zooming up to 200% without loss of content or functionality.
- **Clear Structure:** Headings and page layouts are structured logically to assist screen reader navigation.

3. Known Limitations

While we strive to adhere to accepted guidelines and standards for accessibility, it is not always possible to do so in all areas of the website. We are actively working to identify and resolve any limitations, which may currently include:

- **Image Alternative Text:** Some older promotional graphics or uploaded images may temporarily lack complete descriptive alternative text (alt text).
- **Third-Party Content & Widgets:** External embedded tools or media players may not fully conform to WCAG 2.1 AA standards.

4. Feedback, Alternative Formats & Contact Information

We welcome your feedback on the accessibility of the WOW IT Works Ltd website. If you encounter accessibility barriers or require information on our website in an

alternative format (such as accessible PDF, large print, or audio), please get in touch with us:

- **Email:** info@wowitworks.co.uk
- **Telephone:** 01646 476119
- **SMS / Mobile:** 07570 199357
- **Postal Address:** WOW IT Works Ltd, 25 Dimond St, Pembroke Dock, Pembrokeshire, Wales, SA72 6BT

We endeavour to acknowledge all accessibility feedback and alternative format requests within **5 working days**.

5. Enforcement Procedure

If you contact us with an accessibility complaint and are not satisfied with our response, you can contact the **Equality Advisory and Support Service (EASS)** in the UK:

- **Website:** www.equalityadvisoryservice.com
- **Telephone:** 0808 800 0082
- **Textphone:** 0808 800 0084