

Accessibility

The **Ministry of Culture, Tourism and Sports of the Junta de Castilla y León** has committed to making its websites accessible in accordance with [Royal Decree 1112/2018, of September 7, on accessibility of websites and applications for mobile devices of the public sector](#).

This accessibility statement applies to the website www.turismocastillayleon.com

COMPLIANCE STATUS

This website **is partially compliant** with [RD 1112/2018](#) due to the exceptions and lack of conformity of the aspects indicated below.

CONTENT NOT ACCESSIBLE

The content listed below is not accessible and progress continues in its resolution:

Lack of compliance with RD 1112/2018:

- There are links that are not very descriptive. [JOIN EN 301549:2022 9.2.5.3. Inclusion of the tag in the name].
- Some conformity requirements of the WCAG [UNE EN 301549:2022 9.6 Conformity requirements of the WCAG guidelines] are not met.
- The videos lack subtitles [UNE EN 301549:2022 9.1.2.2 Subtitles (recorded)].
- The videos do not have audio description or textual transcription. [UNE EN 301549:2022 9.1.2.3 Audio description or Alternative medium and 9.1.2.5 Audio description (recorded)].

Disproportionate burden

- Does not apply

Content that does not fall within the scope of applicable law

- Videos prior to the entry into force of the Royal Decree.
- Office documents prior to the entry into force of the Royal Decree.

PREPARATION OF THIS ACCESSIBILITY STATEMENT

This accessibility statement was prepared on June 19, 2024.

The method used for this statement has been an evaluation carried out by [Integralia Digital Global](#) based on the methodology, based on UNE-EN 301549:2022, of the Accessibility Observatory.

Last revision of the declaration: July 1, 2024.

OBSERVATIONS AND CONTACT INFORMATION

Communications about accessibility requirements Through the following [form](#) or by calling 983 329 420 you can make communications about accessibility requirements (article 10.2.a) of RD 1112/2018, such as, for example:

- Report any possible breach by this website
- Transmit other content access difficulties
- Ask any other questions or suggestions for improvement regarding the accessibility of the website

ACCESSIBLE INFORMATION REQUESTS

Through the **accessible information request form** you can submit:

- a Complaint regarding compliance with the requirements of RD 1112/2018 or
- an accessible Information Request relating to:

Accessibility

- contents that are excluded from the scope of application of RD 1112/2018 as established by article 3, section 4
- content that is exempt from compliance with accessibility requirements because it imposes a disproportionate burden.

In the Request for accessible information, the facts, reasons and request must be clearly specified that allow us to verify that it is a reasonable and legitimate request.

Complaints

Through the [Suggestions and Complaints](#) form you can submit a complaint regarding compliance with the requirements of RD 1112/2018.

Reception of communications

Communications will be received and processed by the General Directorate of Citizen Services and Quality of Services.

APPLICATION PROCEDURE

The claim procedure included in article 13 of RD 1112/2018 will come into force on September 20, 2020 as contemplated in its fifth final provision.

Claim

If once a request for accessible information or complaint has been made, it has been rejected, the decision taken is not agreed upon, or the response does not meet the requirements contemplated in article 12.5, the interested person may initiate a claim. Likewise, a claim may be initiated if no response has been obtained.

They will be submitted through the [web accessibility complaint form](#) and will be received and processed by the General Directorate of Transparency and Good Governance.