

## Accessibility

Through our Service we help travelers to search for and find information about Travel Services and to assist travelers in booking those Travel Services.

To assist travelers when using our Service, we have introduced various accessibility improvements, new accessibility help articles and new features. For example:

- We have introduced a new 'Accessibility' link in the footer of our website and in the 'Account' section of our Apps, which has helpful information on how to use our Service with various assistive technologies, as well as how to change the settings on your device so as to increase contrast, alter text size, differentiate without colour, turn on closed captions or subtitles (depending on your device) – and enable switch control, voice command/control, keyboard-only navigation and reduced motion settings.
- Our Service supports the most commonly used screen readers and other assistive technologies – and our support agents have been trained so that they can provide information on the accessibility of our Service and their compatibility with various assistive technologies.
- In addition to being able to search, book and manage a booking using assistive technology, we have updated the accessibility of our traveler accounts, security and payment services.
- When provided by our airline partners, we have included information links on aircraft accessibility for flights into/from the EU Member State countries.
- We have added additional accessibility filters to our Vrbo property listings, so that travelers can filter their search to properties that are single level or have, for example, an entrance ramp and accessible van parking.

We endeavor to make our Service accessible for all travelers, whatever their ability and have incorporated the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 AA into our Service design methodology.

To monitor the accessibility of our Service, we use both manual and automated testing methods, that include:

- Automated scans at various stages of product development
- Manual testing by experienced developers and product teams
- Periodic assessments by in-house accessibility subject matter experts
- Annual website and native application evaluations and testing

We also monitor our digital accessibility activities by carrying out regular evaluations, that include:

- Monitoring industry standards
- Exploring emerging technologies
- Monitoring updates to core assistive technologies

Whilst we strive to make our websites, mobile web and apps accessible, we are aware of the following limitations:

- some of our images have limited alt text descriptions and we are currently working on providing more comprehensive alt text descriptions for those images
- Some of our videos do not have audio descriptions and we are working on providing text transcripts and audio descriptions for those videos
- There are some limitations on our review submission form which we are working to resolve

Should you require assistance or need further information on the accessibility of our Service, please refer to the [accessibility section](#) of our Service, or contact us via the online Live Chat option, or email us at [accessibility@expediagroup.com](mailto:accessibility@expediagroup.com).

This Accessibility statement was updated on 09 March 2026.