mobile application accessibility statement

Version 1.3, 23 January 2025

The statement refers to the Android and iOS versions of the application. We want as many people as possible to be able to use the app.

In the Bolton Arena mobile application for Apple iOS and Android devices, you can use the built-in:

- Apple iOS accessibility settings
- Android accessibility settings

If you have a disability, AbilityNet has advice to help you make your device easier to use.

The application is developed by a third-party, Innovatise LTD.

How accessible the mobile application is

We know some parts of this mobile application are not fully accessible:

- Push notification settings, current selected item in the menu do not have significant enough contrast
- News and information modules do not adapt to text size
- Some navigation buttons (such as back) have generic/non-descript labels

Feedback and contact information

We're always looking to improve the accessibility of this mobile application. If you find any problems not listed on this page, think we're not meeting accessibility requirements or have any feedback, please email us at [customer email].

When you contact us there is a process in place that will acknowledge your contact, tell you who is dealing with it and give you a timescale by which you can expect a reply.

Reporting accessibility problems with the mobile application

We're always looking to improve the accessibility of the mobile application.

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: [customer email].

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

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

Technical information about the mobile application's accessibility

[customer name] is committed to making its mobile applications accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

The [app name] mobile application is partially compliant with the Web Content Accessibility Guidelines version 2.2 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.

Non-compliance with the accessibility regulations

This section covers issues that we need to fix and are working to do so.

The mobile application (iOS and Android versions) are currently undergoing continuing auditing and testing. The content of this section will be updated whenever new issues and workarounds are identified.

1.4.3 Contrast (Minimum)

Some buttons and links do not have a contrast ratio of at least 4.5:1. We plan to increase the contrast of these buttons/links by April 2025.

'Watermark' text is used throughout the mobile application. This is used for less significant information. This text does not have a contrast ratio of at least 4.5:1. We plan to review the use of 'Watermark' text and look for a replacement in 2025.

1.4.4 Resize Text

Some areas of the text within the app cannot be resized without the loss of content or functionality. We plan to review this by April 2025.

Disproportionate burden

This section covers issues that we cannot fix right now. We've assessed the cost of fixing these issues but believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations.

Interactive tools

Some of our interactive views particularly for selecting a facility time and space are difficult to navigate using a screen reader. This area uses legacy code and we will look to rebuild this area within the roadmap at which time we would ensure that it will be compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA.

Content that's not within the scope of the accessibility regulations

This section covers issues that we do not need to fix right now. The law calls these exemptions.

Live video

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

What we're doing to improve accessibility

We plan to improve the accessibility of the mobile application with the following:

- All new features will be compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard upon release.
- Any non-compliance with the accessibility regulations of essential areas for navigation and use of the mobile application will be resolved by April 2025 or thereafter one month after becoming aware of the problem.
- Any non-compliance with the accessibility regulations of non-essential areas will be reviewed and prioritised within the product roadmap with a view to resolving the issue within six months after becoming aware of the problem, unless the item is deemed a disproportionate burden.

Third-party content

The statement refers to the Android and iOS versions of the application.

The mobile application is developed by a third-party, [Innovatise LTD](#). The mobile application is compatible with assistive technologies and developed to meet the accessibility standards outlined in this statement and we are working with the developer towards further improvements.

Preparation of this accessibility statement

This statement was prepared on 10 January 2021. It was last reviewed on 11 September 2024.

The mobile application was last reviewed on January 2025. The review was carried out by Innovatise LTD.