Information on accessibility

This information on accessibility applies to the registration and ticket ordering service for events offered via this ticket store. The ticket store is technically provided by Converia GmbH and operated by the event organizers on their own responsibility.

Status of compatibility with the requirements

This ticket store is generally compatible with the requirements of EU Directive 2016/2102 and the Barrierefreiheitsstärkungsgesetz (BFSG). The technical implementation is based on the Web Content Accessibility Guidelines (WCAG) 2.1 at conformity level AA.

Non-accessible content

The following content has limited accessibility:

PDF invoices and tickets

Documents such as invoices and tickets are automatically created as PDF documents. Due to technical and economic conditions, it is currently not possible to provide these PDFs with full accessibility features (e.g. tags for semantic structuring). As a result, users with assistive technologies, such as screen readers, may experience restrictions in terms of perceptibility and navigation within the documents.

If you require an accessible version of an invoice, please contact us. We will be happy to provide you with an alternative, low-barrier version.

Accessible functions

Our offer is based on standardized software for ticket stores. The manufacturer (Converia GmbH) has optimized this for digital accessibility. The manufacturer regularly carries out further automated and manual tests both internally and externally. When setting up the software, the manufacturer's instructions were taken into account in order to achieve an accessible result.

The following components of the ticket store meet the accessibility requirements:

- **Navigation structure**: the ticket store is optimized for screen reader use. The elements follow a logical sequence, are fully tab-navigable and structured with semantically meaningful HTML elements.
- **Structured content**: Content in the ticket store and other content provided by the organizer team is sensibly structured and also accessible for assistive technologies.
- **Keyboard operation**: All functions in the ticket store can be fully operated using the keyboard. Interaction is possible without a mouse.
- **Colors and contrasts**: The colors used meet the requirements for color contrasts in accordance with WCAG 2.1.
- **Payment methods**: The payment options offered via our payment service providers are accessible.

Test methodology

Accessibility was ensured by the following measures:

- **Automated tests**: regular tests for semantic correctness, keyboard navigation and contrast values.
- **Manual tests**: Testing by trained testers with a focus on use with screen readers and keyboard-only navigation.

Date and method

This document was last updated on 30.06.2025

Feedback and contact

If you encounter any barriers or need help with access, please contact us. You are also welcome to ask questions about the accessibility deficiencies and exceptions mentioned here.

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Enforcement procedure

If you are dissatisfied, for example due to our communication, you can make an official complaint to the Market Surveillance Body. You can reach the market surveillance body of the federal states at

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