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# **Accessibility statement**

This statement was created on [27/03/2026](#)

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## Accessibility statement for website name

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This accessibility statement applies to [mylavazza.lavazza.co.uk](#).

This website is run by [Lavazza](#). We want as many people as possible to be able to use this website.

### Feedback and contact information

We're always looking to improve the accessibility of this website. If you find any problems please contact us:

- email [\[email address\]](#)
- call [\[phone number\]](#)
- [\[add any other contact details\]](#)

We'll consider your request and get back to you in [\[number\] days](#).

## Technical information about this website's accessibility

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We are committed to making our website accessible, in accordance with The Equality Act 2010 and with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### Compliance status

This website is **partially compliant** with the [EN 301 549](#) "Accessibility requirements for ICT products and services", the European Standard and [Web Content Accessibility Guidelines version 2.2](#) AA standard.

## **Non-compliance with the accessibility regulations**

- C.9.1.1.1 – Non-text Content: Non-text content is presented to users without an equivalent text alternative.
- C.9.1.3.1 – Info and Relationships: In some cases, information, structure or correlations conveyed by the presentation of pages cannot be determined programmatically (or are not available through text);
- C.9.1.4.1 – Use of Color: In some cases, color alone has been used to identify a purpose or distinguish an information or function;
- C.9.1.4.4 – Resize text: Some texts, except for subtitles and images containing text, cannot be resized up to 200 percent without using assistive technologies and without losing content and functionality;
- C.9.2.1.1 – Keyboard: Some features cannot be activated by keyboard (or similar input interface);
- C.9.2.4.1 – Bypass Blocks: There is no mechanism to skip content blocks that repeat on multiple web pages;
- C.9.2.4.3 – Focus Order: In some web pages that can be browsed sequentially and in which the navigation sequence affects their meaning and functioning, some objects that may receive the focus do not receive it with an order that preserves the meaning and operation of it;
- C.9.2.4.4 – Link Purpose (In Context): The purpose of certain links cannot be determined by the link text or by the link text together with adjacent content;
- C.9.4.1.2 – Name, Role, Value: In some cases, user interface components (including: module elements, script-generated links and components), name, role, state, property and values are incorrect or set, or the user a.t are not warned when these attributes change;
- Some non-web documents (e.g. PDFs) may not be fully compliant. To request an accessible version, please use the feedback mechanism indicated in this accessibility statement.

## **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 feedback, you can contact the

[Equality Advisory and Support Service \(EASS\)](#).