

# Accessibility Statement

in accordance with Annex 3 to Section 14 of the Accessibility Improvement Act

Date published: June 28, 2025

Date last reviewed: June 27, 2025

EW Discover GmbH places great importance on digital accessibility for people with disabilities. We are committed to providing an inclusive online experience for all users, in full compliance with the European Accessibility Act (Directive (EU) 2019/882) and all relevant accessibility standards. These include EN 301 549 and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, as well as the Accessibility Improvement Act (Barrierefreiheitsstärkungsgesetz, BFSG) and the Accessibility Improvement Regulation (Barrierefreiheitsstärkungsverordnung, BFGSV) issued on that basis. Our goal is to make our digital services easy for everyone to use and understand.

## Scope of this statement

This Accessibility Statement applies to the services as defined in the BFSG that EW Discover GmbH provides on the website <https://www.discover-airlines.com>. It was created on 06/27/2025, and will be reviewed and updated as required.

## Description of the service within the meaning of Section 1(3)(5) in conjunction with Section 2(26) and Annex 3 to the BFSG

EW Discover GmbH operates from Germany and is an air carrier of the Lufthansa Group. Its services within the meaning of the BFSG is to enable consumers to book flights and travel-related services, obtain travel-related information, manage customer data and use additional services via its websites, such as seat selection, baggage options, or check-in.

Discover Airlines flies to a wide range of international leisure destinations.

For detailed information about individual flight deals and services, please visit the Discover Airlines website, for example at [www.discover-airlines.com](https://www.discover-airlines.com). You can also find explanations of offered services there.

## Descriptions and explanations required to understand how the service is performed

As a first step before booking a flight through our websites, consumers can learn about flight connections, fare options and additional services. A personalized flight offer is displayed once the desired connection has been selected and the travel dates entered. This offer includes, among other things, the total price, available baggage options and additional services such as advance seat reservation or rebooking options.

The booking is completed by pressing the "Book now" button. Consumers then receive a booking confirmation via email and access to their travel data in their customer account.

Detailed information about travel itineraries, baggage rules, check-in procedures and other services can be found on our website at [www.discover-airlines.com](https://www.discover-airlines.com). Initial content in Plain Language is also available there. Further accessibility options are also described there, such as for people with limited mobility or sensory impairments.

## Measures to support accessibility

To ensure compliance with the requirements of the BFSG and associated accessibility standards, Discover Airlines continuously implements the following measures:

1. **Reviews:** We regularly conduct both automatic and manual accessibility audits to review our digital offerings systematically for compliance with the requirements of WCAG 2.1 conformance level AA and EN 301 549. These reviews help us identify and remove potential accessibility barriers.
2. **Training:** We provide continuous and comprehensive training for our content managers, designers and developers. This ensures that they are familiar with the best practices for accessibility and can take these principles into account at every stage of content creation and development.
3. **Integration into the development cycle:** Accessibility is integrated into the lifecycle of our software development, from the initial design and planning to testing and deployment, and a "Born Accessible" approach is taken wherever possible.
4. **Specialist Accessibility Team:** We have a specialist team responsible for overseeing and promoting digital accessibility initiatives across our digital platforms.

## Conformance status

Based on our most recent assessments, the [www.discover-airlines.com](http://www.discover-airlines.com) website is partially compliant with the requirements of the Web Content Accessibility Guidelines (WCAG) 2.1 conformance level AA and the European Standard EN 301 549, as referred to in the Accessibility Improvement Act (BFSG). This means that substantial parts of the website already comply with the relevant requirements for digital accessibility, but individual areas still need to be improved in order to achieve full conformity. We are actively working to remove these remaining barriers.

## Accessibility testing and assessment

As part of our ongoing compliance process, the Discover website [www.discover-airlines.com](http://www.discover-airlines.com) has been comprehensively evaluated by our accessibility experts based on the four core principles of digital accessibility ("POUR"):

- **Perceivable:** The website has been checked with regard to whether non-textual content such as icons or images include alternative texts, whether subtitles or transcripts have been added to multimedia content (e.g., videos) and whether color contrasts are sufficient. We have also assessed whether users can flexibly adjust the presentation without losing information or the structure.
- **Operable:** We have analyzed whether all interactive elements can be accessed and used via the keyboard or assistive technologies. Particular attention has been paid to clear focus guidance and the accessible use of time-sensitive content, such as dynamic notifications.
- **Understandable:** We have checked whether the website has clear, understandable page titles, a consistent structure and logical navigation sequences. We have also assessed whether there are input aids to help users avoid and correct input errors.
- **Robust:** We have ensured that the website is compatible with various assistive technologies (e.g., screen readers and magnifiers). We have also tested whether the website is designed in such a way that the content and functions can be reliably interpreted and displayed by machine, even in the event of future software updates.

In addition to our internal processes, our website has been reviewed by external accessibility experts. We also regularly test our website for barriers in collaboration with people with disabilities.

## Identified accessibility issues

Despite significant efforts to make the website accessible, we have determined that the following content and functions may not yet be fully accessible. We are actively working to eliminate these flaws:

- **Missing element labels:** Some buttons, icons or interactive elements are not labeled correctly for screen readers. We are currently revising all elements and adding meaningful accessibility labels.
- **Insufficient color contrast:** Certain texts, graphic elements or icons do not contrast enough with the background. We are improving the contrasts to ensure better readability for all users.
- **Illogical focus control:** Gesture and screen-reader navigation does not always move between elements in a meaningful order. We are correcting the focus order and the behavior.
- **Inaccessible interactive elements:** Drop-down menus, sorting functions, calendars and other elements cannot always be used via the keyboard or screen readers. We are revising these components to support all input methods.
- **Dialog and pop-up windows without controls:** Some dialogs and pop-ups lack visible close buttons, which makes closing them cumbersome for users who rely on a keyboard or assistive technologies. We are updating these components to implement accessible dialog models.
- **Dynamic content updates:** Content or components (e.g., calendar selection, notifications, status changes or some dynamic content) may not be announced correctly. We are improving the underlying code to improve the interaction of the website with assistive technologies.
- **Structural and semantic gaps:** Some websites may not have correct heading hierarchies or are missing key areas (landmarks). We are working to address these problems to improve the structure and navigation for screen-reader users.
- **Problems with navigation menus and links:** Some navigation menus and links may not be accessible via keyboard, do not have descriptive names or are skipped altogether. We are replacing ambiguous link texts and ensuring that all navigation elements can be used via the keyboard and with screen readers.
- **Visual and layout problems at high zoom:** Some screens may experience layout problems when enlarged, such as truncated content or overlapping elements. We are optimizing responsive layouts for better usability at different zoom levels.
- **Third-party content:** Embedded third-party tools may not fully meet our standards. We are seeking accessible alternatives wherever possible.
- **PDF attachments:** Linked PDF documents may not be accessible. We are reviewing these and replacing them with accessible formats when possible.

A comprehensive plan has been established to address the problems identified and to facilitate their timely resolution. Accessibility improvements will be rolled out gradually across the entire platform once they have been completed and thoroughly tested.

## Disclaimer for external content

EW Discover GmbH assumes no liability for linked third-party services over which we have no control or for which we are not responsible. The provider in question bears sole responsibility for ensuring that this content is correct, complete, up-to-date and accessible. By using the links, you acknowledge that EW Discover GmbH is not liable for any damage or legal consequences.

## Feedback and contact information

We welcome and appreciate your feedback on the accessibility of **www.discover-airlines.com**. Your input is important and helps us to improve our services. If you encounter accessibility issues, wish to report a problem regarding compliance with the applicable requirements, or have any suggestions for improvement, please do not hesitate to contact us through the following channels:

Email: [impressum.discover@lufthansa-group.com](mailto:impressum.discover@lufthansa-group.com)

Telephone: +49 (0) 69 86 798 200

Feedback form: <https://www.discover-airlines.com/de/en/my-bookings/manage/customer-service/contact-form.html>

We will endeavor to respond to all concerns and queries within five business days in accordance with legal deadlines.

## Enforcement procedure

If you are not satisfied with our response to your accessibility request, you may contact the relevant national enforcement body of your EU Member State.

In Germany this is:

**Marktüberwachungsstelle der Länder für die Barrierefreiheit von Produkten und Dienstleistungen (MLBF)**

c/o Ministerium für Arbeit, Soziales, Gesundheit und Gleichstellung des Landes Sachsen-Anhalt

Postfach 39 11 55

39135 Magdeburg

Telephone: +49 391 567 4530

Email: [MLBF@ms.sachsen-anhalt.de](mailto:MLBF@ms.sachsen-anhalt.de)