Accessibility Statement

Status of the statement: 27/11/2025

Scope

This accessibility statement applies to the following website and all associated booking processes of the Parking Department of Munich Airport (Flughafen München GmbH):

https://www.munich-airport.de/parken
as well as the online booking platform at https://parken.munich-airport.de.

Compliance status

The website is partially accessible in accordance with the requirements of the German IT accessibility regulation "Barrierefreie-Informationstechnik-Verordnung" (BITV 2.0) as well as the German Disability Equality Act (BGG).

The assessment is based on:
· an external accessibility audit conducted by myAbility Social Enterprise GmbH on 03/11/2025
· internal tests by the IT, UX, and Digital Sales teams of Munich Airport

The audit was carried out in accordance with WCAG 2.2 AA and covered the entire booking process from the entry point through parking selection, services, user data, confirmation, login/registration, up to booking management.

Non-accessible content

Various barriers were identified during the audit. The following aspects are currently not fully accessible:

1. Operability / Keyboard navigation

· Certain interactive elements are not fully operable via keyboard (e.g. language switch, buttons without correct roles).
· Modal dialogs (e.g. cancellation confirmation) do not yet fully meet the requirements for focus management and operability.

2. Perceivability

· Contrast ratios for text, icons, and UI elements are partially insufficient.
· Alternative texts are missing or inadequately maintained [e.g. images, icons, QR code, maps].
· The video embedded on the homepage currently does not contain subtitles.
· The site map and the interactive map are not sufficiently usable for screen readers or when zoomed in; text alternatives are partially missing.

3. Understandability and structure

· Heading hierarchies and landmark structures are not implemented consistently.
· Missing or unclear labels on form fields [labels, required-field indications, autocomplete].
· Unclear or duplicate link texts as well as English terms without language markup.

4. Compatibility with assistive technologies

· Some status messages, error messages, and expandable sections do not correctly communicate their state to screen readers.
· The chatbot is currently not fully accessible [e.g. keyboard operability, language markup, focus boundaries].

Planned measures

Munich Airport is actively working to continuously improve the accessibility of its digital parking services.
A remediation plan has been developed based on the myAbility audit and is currently being implemented.

Short-term measures [in progress]:

· Improving keyboard accessibility of all interactive elements
· Adding and correcting alternative texts
· Adjusting contrast values and UI elements
· Correcting form labels, required-field indications, and autocomplete functions
· Updating heading and landmark structures
· Creating and integrating subtitles for existing videos

Medium-term measures:

· Redesign of the interactive map, including the provision of an accessible alternative
· Optimization of modal dialogs and status messages
· Further development of the chatbot with regard to keyboard operability and language markup

Long-term measures:

· Establishing accessibility standards within the development process
· Training for editorial, UX/UI, and development teams
· Regular re-audits by external parties

This statement will be updated continuously as measures are implemented.

Creation and review process

This statement was created on **27/11/2025** based on:
· an internal self-assessment
· an external WCAG audit by myAbility Social Enterprise GmbH

The statement is reviewed at least once a year and updated whenever major changes are made to the website.

Feedback and contact

If you notice any accessibility issues on our website or need information in an accessible format, please contact us:

E-mail: kontakt.parken@munich-airport.de
Phone: +49 89 975 222
Postal address:
Flughafen München GmbH
Nordallee 25
85356 Munich

We strive to respond to your request within six weeks.

Enforcement procedure

If you do not receive a satisfactory response within this period, you may contact the enforcement body for digital accessibility:

Bavarian Enforcement Office for Digital Accessibility
https://www.stmd.bayern.de/digitale-barrierefreiheit
E-mail: durchsetzungsstelle@stmd.bayern.de