

Accessibility Statement for GRAND HOTEL ZAGREB - BMV INŽENJERING D.O.O.

Website: <https://grandhotelzagreb.com>

Last Revised: August 1, 2025

At GRAND HOTEL ZAGREB - BMV INŽENJERING D.O.O., we are committed to ensuring that our website and all digital services are accessible to everyone, including people with disabilities. This document describes our accessibility practices, the standards we follow, and how you can provide feedback.

GRAND HOTEL ZAGREB - BMV INŽENJERING D.O.O. takes the following measures to ensure accessibility:

- Accessibility is part of our mission statement.
- Accessibility is part of our internal policies.
- Clear accessibility targets and responsibilities exist within the organisation.

Conformance status

The Web Content Accessibility Guidelines (WCAG) is a set of standards that must be adhered to in order to ensure accessibility for people with disabilities. There are 3 defined levels of conformance: A, AA and AAA.

Grand Hotel Zagreb is **fully conformant** with **WCAG 2.0 AA**. This means that there are some parts of the content that do not conform to the accessibility standard.

Technical specifications

Accessibility of Grand Hotel Zagreb depends on the following technologies:

- HTML
- WAI-ARIA
- CSS
- JavaScript

Compatibility with user environment

This site is designed to be compatible with the following browsers:

- Chrome
- Safari
- Firefox
- Edge
- Opera

This site is designed to be compatible with the following operating systems:

- Windows 11
- MacOS
- Android
- iOS

Assessment methods

assessed the accessibility of this site using the following method(s):

- **Self-evaluation:** The content was evaluated by your own organization or the developer of the content
-

Feedback process

We welcome your feedback on the accessibility of Grand Hotel Zagreb Please contact us via one of the following methods:

Phone: [+385 1 6062 600](tel:+38516062600)

E-mail: info@grandhotelzagreb.com

Visitor Address: Jankomir 27, 10090, Zagreb

Postal Address: Jankomir 27, 10090, Zagreb

We aim to respond to feedback within **3 business days**.

Formal complaints

If you haven't receive a timely or adequate response to the accessibility issue. Please raise a formal complaint to the given enforcement team:

Enforcement team 1