

Accessibility Statement European Accessibility Act (EAA)

Company information

Name of the provider: Pathé Theaters B.V.

Address: Barbara Strozilaan 336-344, 1083 HN Amsterdam, The Netherlands

Chamber of Commerce number: 33161839

Contact information for accessibility questions: accessibility@pathe.nl

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Purpose of this statement

Pathé Theaters B.V. strives to make its online services, such as our website and app, accessible to everyone, including people with disabilities. This statement has been drawn up in accordance with the European Accessibility Act (EAA), as implemented in the Netherlands.

Assessment framework and evaluation

The accessibility of our website has been evaluated on the basis of the WCAG 2.1 guidelines at level AA, as required by the European rules EN 301 549.

An audit by another company was carried out by Ethic First in April 2024.

Audit result

The audit shows that our website and app are not yet fully compliant.

- About 25% of the rules have been complied with at the moment.
- We are actively working on improvements to achieve at least 50% of the rules by 2025, with the aim of being fully compliant by 2026.

Known accessibility issues

- Images lack alternative descriptions.
- Buttons and links are not always clearly labeled.
- Some elements have insufficient color contrast.
- Videos lack subtitles or explanations for the sound.
- Not all elements can be operated via the keyboard.
- Page structure (headings, lists, tables) is not always logical or logically structured.

- Language and structure attributes are missing from some pages.

Action plan

- Q4 2025: 50% of all bottlenecks solved (focus on image descriptions, contrast, keyboard navigation).
- Q1 2026: Tweede audit.
- Q4 2028: Strive to fully comply with the rules of WCAG 2.2 AA.

How does our website and app work?

Through our website (www.pathe.nl) and Pathé app (IOS and Android), visitors can:

- Watch movies and play trailers
- Look up movie theater locations and times
- Reserve and buy tickets
- Logging in to a personal account
- Buy or redeem gift cards
- Manage subscriptions

How aids work

Pathé is currently working on making our website and app accessible for use with tools such as screen readers and keyboard navigation. As soon as we can share more information about this, an update will follow.

Feedback and alternatives

Do you encounter an inaccessible part when using our website or app?

Please contact our employee for accessibility via Accessibility@pathe.nl

Clearly state:

- The page or feature where the issue occurs.
- A brief description of the problem.
- Any desired alternative access (such as a PDF, phone support, etc.).

We will respond within 5 working days.

Do you need immediate help using the website or app?

Please contact our customer service [Pathé Customer Service](#)

What can you do if you are not satisfied with our response?

Have you reported an accessibility issue and are you not satisfied with the way we handled it? Then you can contact the **National Ombudsman**.

Visit the website of the National Ombudsman via: www.nationaleombudsman.nl or call 0800 - 33 55 555 (free of charge).