

Accessibility of the ticketing site

Multi-year schedule from 2026 to 2028



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Introduction

Wetix, as the provider of the ticketing site, is fully invested in improving accessibility, in accordance with RGAA requirements. By placing inclusion and accessibility at the heart of its digital strategy, we offer an equitable browsing experience to all internet users, regardless of their specific needs or disabilities.

Actions for 2025–2026

Site evaluation

The ticketing site has been subjected to a thorough evaluation by a specialized firm, a Wetix subcontractor. This analysis made it possible to identify deviations from the 106 criteria of the RGAA, covering notably navigation, forms, multimedia content, and interactive elements.

Commitment to accessibility

In an open approach, we have made the results of this audit public, accompanied by an index measuring the level of accessibility as well as a multi-year action plan aimed at correcting the points noted.

Management of reports

A dedicated address (accessibilite@wetix.fr) allows users to report difficulties encountered. Each feedback is analyzed by Wetix, shared with your Client, and taken in hand according to its level of severity and its consequences on the user experience.

First corrections

We have started by implementing the improvements that are simplest to carry out on a technical level.

- Criterion 5.3: Some tables are not linked with their title
- Criterion 5.7: Some tables do not allow cells and their headers to be linked.
- Criterion 8.6: Some page titles are not relevant
- Criterion 11.5: In the registration form, fields of the same nature are not grouped together
- Criterion 11.10: Some mandatory fields are not identifiable.
- Criterion 11.13: Some fields do not have information on the nature of the data to be provided by the user.
- Criterion 12.6: Content grouping zones cannot be reached or avoided.
- Criterion 12.7: Some pages do not have an avoidance or quick access link.

Actions for 2026–2027

Batch 2 corrections

The accessibility approach will continue with the implementation of new improvements, this time involving technical adjustments of medium intensity.

- Criterion 1.2: Some decorative images are rendered by assistive technologies.
- Criterion 3.1: Some information is transmitted solely by color.
- Criterion 3.2: The contrasts of some texts do not respect the minimum ratios of 4.5:1 for texts smaller than 24px and 3:1 for other texts.
- Criterion 3.3: The contrasts of some interface components do not respect the minimum ratios of 3:1
- Criterion 6.1: Some links are not explicit.
- Criterion 8.2: The generated source code of the pages is not valid and contains errors
- Criterion 9.1: Some pages are not structured correctly via headings.
- Criterion 10.6: Some links whose nature is not obvious are not sufficiently visible compared to the surrounding text
- Criterion 10.7: The focus is not visible on all interactive elements.
- Criterion 10.9: Some information is transmitted solely by shape.
- Criterion 12.1: The site does not have two different navigation systems.
- Criterion 12.9: The product page for choosing date, time, and quantity presents a keyboard trap.

Team skill development

We have launched a digital accessibility awareness program for technical, digital, and marketing teams. This initiative aims to consolidate internal know-how on a now unavoidable issue.

Accessibility-oriented recruitment

As of 2026, profiles recruited for UI designer and front-end developer positions must demonstrate mastery of digital accessibility standards, including W3C standards and RGAA criteria.

Actions for 2027–2028

Batch 3 corrections

The most complex developments will be undertaken in 2027, as part of the third phase of site improvement.

- Criterion 7.1 and 7.3: Several scripts are incompatible with assistive technologies
- The breadcrumb
 - Some buttons
 - The cart presented in the menu
 - The back to top link
 - Accordions
 - Product date, time, and quantity choices
- Criterion 10.1: Style sheets can be used to control the presentation of information
- Criterion 10.2: Some content is not present when style sheets are disabled.
- Criterion 10.3: Some content is not understandable when style sheets are disabled.
- Criterion 12.11: Additional content appearing on hover, focus, or interface component activation is not necessarily reachable by keyboard.
- Criterion 13.1: The user has no control over the time limit presented in the cart

Follow-up audit

A new audit will be conducted to evaluate progress made, verify the compliance of recently released features, and identify new opportunities for improvement. In a spirit of transparency, the results of this evaluation will be made public.