

# Accessibility statement ÖBB Ticketshop



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## Statements on accessibility

Österreichische Bundesbahnen (Austrian Federal Railways) endeavours to make its websites accessible in accordance with the [Austrian Web Accessibility Act \(Webzugänglichkeitsgesetz, WZG, BGBI. I Nr. 59/2019\)](#) as amended to implement [Directive \(EU\) 2016/2102 of the European Parliament and of the Council of 26 October 2016](#) on the accessibility of the websites and mobile applications of public sector bodies (Official Journal L 327 of 2 December 2016, p. 1) and the **Austrian Accessibility Act (Barrierefreiheitsgesetz, BaFG, BGBI. I Nr. 76/2023)**, which implements the European Accessibility Directive (EU) 2019/882 on the accessibility requirements for products and services (EEA).

This accessibility statement applies to the website <https://shop.oebbtickets.at/>

## Status of compliance with requirements

Due to the following incompatibilities and exceptions, this website is partially compliant with conformity level AA of the 'Web Content Accessibility Guidelines - [WCAG 2.1](#)' and with the applicable European standard EN 301 549 V2.1.2 (2018-08).

## Non-accessible content

The content listed below is not accessible for the following reasons:

### Incompatibility with accessibility regulations

- In some cases, links, buttons and selection fields cannot be marked as such. This means that WCAG success criteria 1.1.1 (→ non-text content) and 4.1.2 (→ name, role, value) are not fully met. Work is ongoing to resolve these issues.

### Disproportionate burden

We can no longer guarantee WCAG-compliant operation on Microsoft Internet Explorer. Microsoft has discontinued support for this browser.

We cannot guarantee the WCAG-compliant purchase of products within the scope of the motorail service. However, it is possible to book the night train in an accessible manner.

We cannot guarantee the WCAG-compliant graphical selection of seat reservations. However, it is possible to book reservations in an accessible manner by selecting the carriage and preferred seat.

We believe that rectifying this would constitute a disproportionate burden within the meaning of the accessibility regulations. Alternative bookings can be made via ÖBB Customer Service on +43 5 1717 or at the ÖBB Ticket Offices.

### The content does not fall within the scope of the applicable legal provisions

Content or components and services from third parties, such as links to payment providers for online transfers or other third-party companies that are not within the sphere of influence of Austrian Federal Railways, are excluded from Directive (EU) 2016/2102. No statement can be made regarding the compatibility of this third-party content with accessibility regulations.

## Creation of this accessibility statement

This statement was first created on 11 September 2020. We endeavour to continuously adapt it as improvements are made for our customers.

The website's compliance with the WZG for implementing the requirements of Directive (EU) 2016/2102 and with the Accessibility Act was assessed in the form of a self-test in accordance with WCAG 2.0. This test checked the purchase, collection, validation and cancellation of tickets, season tickets and shop products, the display of information on a purchased journey and the management of user and customer data. The page content of the entire application is subject to ongoing changes and enhancements. To take this into account, it is also continuously checked by employees. The checks are carried out in particular by blind employees. In addition, defined templates of the web applications were checked for accessibility according to WCAG 2.2 A and AA as well as relevant criteria of EN 301 549 by an external agency.

This statement was last updated on 21 January 2026.

## Feedback and contact details

The services and scope of products on this website are continuously being improved, revised and expanded. Usability and accessibility are of great concern to us.

If you notice any barriers that prevent you from using our website, discover any problems that are not described in this statement, or find any deficiencies in terms of compliance with accessibility requirements, please let us know using the [contact form](#) (currently available in German). Please describe the problem in detail and provide us with the URL(s) of the affected website or document. We will review your request and contact you as soon as possible.

## Enforcement procedure for violations of the Web Accessibility Act

If you are not satisfied with the response you receive from the above contact option, you can submit a complaint to the Austrian Research Promotion Agency (FFG). The FFG accepts complaints electronically via the contact form.

→ [Contact form for the complaints office](#)

The FFG will examine the complaints to determine whether they relate to violations of the provisions of the Web Accessibility Act, in particular deficiencies in compliance with accessibility requirements, by the federal government or an institution associated with it.

If the complaint is justified, the FFG must issue recommendations for action to the federal government or the legal entities concerned and propose measures to remedy the deficiencies.

→ [Further information on the complaints procedure](#)

## **Enforcement procedure for violations of the Austrian Accessibility Act (Barrierefreiheitsgesetz, BaFG)**

If you are not satisfied with the responses received from the above contact, you can contact the following office:

Sozialministeriumservice – Landesstelle Wien  
Babenbergerstraße 5, 1010 Wien  
Email: [post.wien@sozialministeriumservice.at](mailto:post.wien@sozialministeriumservice.at)  
[www.sozialministeriumservice.at/](http://www.sozialministeriumservice.at/) (in German)

## Optional content: Additional information and assistive technologies

The site has been tested for Chrome browsers and the JAWS screen reader. The PDF documents (tickets, etc.) have also been tested for Acrobat Reader.