

# Accessibility Statement for [www.joespizza.com](http://www.joespizza.com)

This is an accessibility statement from Joe's Pizza Santa Monica.

## Measures to support accessibility

Joe's Pizza Santa Monica takes the following measures to ensure accessibility of [www.joespizza.com](http://www.joespizza.com):

- Include accessibility as part of our mission statement.
- Include accessibility throughout our internal policies.
- Appoint an accessibility officer and/or ombudsperson.
- Provide continual accessibility training for our staff.
- Employ formal accessibility quality assurance methods.
- Include people with disabilities to in our design personas

## Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. [www.joespizza.com](http://www.joespizza.com) is fully conformant with WCAG 2.1 level AA. Fully conformant means that the content fully conforms to the accessibility standard without any exceptions.

## Additional accessibility considerations

Although our goal is WCAG 2.1 Level AA conformance, we have also applied some Level AAA Success Criteria: Images of text are only used for decorative purposes. Joe's Pizza Santa Monica is committed to providing a website that is accessible to the widest possible audience, regardless of circumstance and ability. We aim to adhere as closely as possible to the Web Content Accessibility Guidelines (WCAG 2.0, Level AA), published by the World Wide Web Consortium (W3C). These guidelines explain how to make Web content more accessible for people with disabilities. Conformance with these guidelines will help make the web more user friendly to everyone. Whilst [joespizza.com](http://joespizza.com) strive to adhere to the guidelines and standards for accessibility, it is not always possible to do so in all areas of the website and we are currently working to achieve this. Be aware that due to the dynamic nature of the website, minor issues may occasionally occur as it is updated regularly. We are continually seeking out solutions that will bring all areas of the site up to the same level of overall web accessibility.

If you have any comments and or suggestions relating to improving the accessibility of our site, please don't hesitate to contact our accessibility coordinator Mr. Garcia by [info@joespizza.com](mailto:info@joespizza.com) . Your feedback will help us make improvements.

## Feedback

We welcome your feedback on the accessibility of [www.joespizza.com](http://www.joespizza.com). Please let us know if you encounter accessibility barriers on [www.joespizza.com](http://www.joespizza.com)

- Phone: 3103959222
- E-mail: [info@joespizza.com](mailto:info@joespizza.com)
- Visitor Address: 111 Broadway Santa Monica, Ca. 90401
- Instagram.com/joes.pzax.com@joespizza

We try to respond to feedback within 2 business days.

## Technical specifications

Accessibility of [www.joespizza.com](http://www.joespizza.com) relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript
- SMIL

These technologies are relied upon for conformance with the accessibility standards used.

## Limitations and alternatives

Despite our best efforts to ensure accessibility of [www.joespizza.com](http://www.joespizza.com), there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for [www.joespizza.com](http://www.joespizza.com):

- 1. 3rd party delivery apps or food ordering websites:** Uploaded images may not have text alternatives because We cannot ensure the quality of contributions by 3rd party apps or ordering websites that may be linked. We monitor user comments and typically repair issues within 2 business days. If you encounter any accessibility issues or need immediate assistance please don't hesitate to email us [info@joespizza.com](mailto:info@joespizza.com). We are also happy to assist with ordering food for delivery and pick up orders..

## Assessment approach

Joe's Pizza Santa Monica assessed the accessibility of [www.joespizza.com](http://www.joespizza.com) by the following approaches:

- Self-evaluation
- Formal quality assurance process throughout the design and development process

## Evaluation report

An evaluation statement for [www.joespizza.com](http://www.joespizza.com) is available at: <https://www.joespizza.com/accessibility-evaluation-statement>.

## **Formal complaints**

We aim to respond to accessibility feedback within 2 business days, and to propose a solution within 10 business days. If you have any comments, complaints and or suggestions relating to improving the accessibility of our site, please don't hesitate to contact our accessibility coordinator Mr. Garcia by [info@joespizza.com](mailto:info@joespizza.com) . Your feedback will help us make improvements.

## **Formal approval of this accessibility statement**

This Accessibility Statement is approved by:

Joe's Pizza Santa Monica  
Mr. Garcia Communication Dept.

## **Date**

This statement was created on January 1, 2020