



Accessibility Statement

This accessibility statement details the organisation's approach to ensuring that our websites and applications are accessible to all individuals, including those with disabilities, and providing an experience for everyone which is perceivable, operable, understandable and robust.

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Our Commitment to Accessibility

Therasize Limited is dedicated to ensuring that our websites and applications, including <https://therasize.com> and <https://app.therasize.com> and the Therasize platform are accessible to all individuals, including those with disabilities. We are committed to providing an inclusive experience for everyone that is perceivable, operable, understandable and robust, and to working towards the Web Content Accessibility Guidelines (WCAG) 2.2 level AA.

What we comply with

We have designed and built our platform with accessibility in mind and are working towards WCAG 2.2 level AA. A formal accessibility audit is underway to confirm our conformance and identify areas for improvement. Steps we have taken include:

- Semantic HTML and headings: using proper heading structure and semantic elements.
- Responsive design: the platform is usable across a range of devices and screen sizes.
- Readable text: readable fonts and sizes, with support for browser text resizing.
- Consistent navigation: a consistent, logical navigation structure.
- Descriptive titles and links: meaningful page titles and link text.
- Form labelling and errors: labelled form fields with clear instructions and error messages.
- Plain language: we aim to use clear language and avoid unexplained jargon.

What we are working on

We are actively improving accessibility and completing a formal WCAG 2.2 AA audit. Current focus areas include:

- Formal audit and remediation: combining automated testing (axe / Lighthouse) with manual keyboard-only and screen-reader testing across the core client and practitioner journeys, and remediating findings in priority order.
- Keyboard accessibility: confirming all functions and content can be operated using a keyboard alone.
- Colour contrast and focus visibility: verifying and, where needed, improving contrast ratios and visible focus indicators to AA level.
- Text alternatives: ensuring all meaningful non-text content has appropriate text alternatives.
- Media alternatives: our live video sessions are not recorded; where we provide audio or video self-help resources, we are ensuring written alternatives (instructions or guidance) are available.
- We aim to achieve WCAG 2.2 AA conformance across the core journeys by January 2027.

Compliance status for Therasize Limited

The Therasize website and platform are partially compliant with the Web Content Accessibility Guidelines version 2.2 level AA, due to the areas identified above which we are actively addressing. A formal audit is in progress and full AA conformance is targeted for January 2027.

User feedback and reporting issues

We value feedback from our users, including those who rely on assistive technologies. If you encounter any accessibility barriers or have suggestions, please contact us at contact@therasize.com. We aim to respond promptly and to use your feedback to improve accessibility.

THERASIZE LIMITED is dedicated to continuous improvement in accessibility. We are actively working to address the areas where we currently fall short, and we aim to enhance the overall accessibility of our websites. Your feedback is invaluable to us as we strive to provide an inclusive online environment for all users.

Enforcement procedure

Accessibility regulations cover **public sector** mobile apps developed for use by the public. These regulations cover areas such as the public sector body using bespoke app choices of functionality, or branding. Mobile apps for specific defined groups like employees or students are not covered by the regulations.

Please note that the *Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018* do not apply to Therasize Limited. However, we voluntarily commit to complying with accessibility regulations and ensuring the accessibility of our websites and applications.

If you have concerns about our accessibility efforts and feel that they are not adequately addressed, you may contact the appropriate authority or organisation responsible for enforcing accessibility regulations.