# Lavida Massage Accessibility Conformance Report

# WCAG Edition

**(Based on VPAT® Version 2.4)**

## Name of Product: Lavida Massage (<https://lavidamassage.com/>)

## Report Date: February 3rd, 2023

## Product Description: Gift cards and bookings for massage services.

## Contact information: brittany@lavidamassage.com

## Evaluation Methods Used:

Accessibility testing as per WCAG 2.1 AA guidelines.

The evaluation was performed using below tools/ tests:

* Screen readers:
  + NVDA on Win10/ Chrome
  + VoiceOver on iPhone/ Safari
* WAVE automated tool
* Color contrast testing using Color Contrast Analyzer
* Browser zoom
* Keyboard-only
* Text-spacing testing using bookmarklets

## Notes:

The VPAT has been prepared based on the accessibility evaluation of the following pages/ flows:

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| <https://lavidamassage.com/> |
| <https://lavidamassage.com/about-lavida-massage/> |
| <https://lavidamassage.com/about-lavida-massage/frequently-asked-questions/> |
| <https://lavidamassage.com/about-lavida-massage/why-lavida-massage/> |
| <https://lavidamassage.com/about-lavida-massage/why-lavida-massage/franchise-faq/> |
| <https://lavidamassage.com/about-lavida-massage/why-lavida-massage/the-massage-industry/> |
| <https://lavidamassage.com/about-lavida-massage/why-lavida-massage/training-and-support/> |
| <https://lavidamassage.com/about-lavida-massage/your-first-visit/> |
| <https://lavidamassage.com/blog/> |
| <https://lavidamassage.com/careers/esthetician/> |
| <https://lavidamassage.com/careers/massage-therapist/> |
| <https://lavidamassage.com/careers/sales-associate/> |
| <https://lavidamassage.com/category/about-lavida/> |
| <https://lavidamassage.com/category/aromotherapy/> |
| <https://lavidamassage.com/category/ergonomics/> |
| <https://lavidamassage.com/category/essential-oils/> |
| <https://lavidamassage.com/category/events/> |
| <https://lavidamassage.com/category/gift-ideas/> |
| <https://lavidamassage.com/category/holiday/> |
| <https://lavidamassage.com/category/massage-blog/> |
| <https://lavidamassage.com/category/massage/> |
| <https://lavidamassage.com/category/membership/> |
| <https://lavidamassage.com/category/pain-relief/> |
| <https://lavidamassage.com/category/products/> |
| <https://lavidamassage.com/category/selfcare/> |
| <https://lavidamassage.com/category/skincare/> |
| <https://lavidamassage.com/category/wellness/> |
| <https://lavidamassage.com/contact/> |
| <https://lavidamassage.com/franchising-home/> |
| <https://lavidamassage.com/gift-cards/> |
| <https://lavidamassage.com/lavida-careers/> |
| <https://lavidamassage.com/massage-services/> |
| <https://lavidamassage.com/massage/> |
| <https://lavidamassage.com/massage/enhanced-immunity/> |
| <https://lavidamassage.com/massage/enhanced-sleep-quality/> |
| <https://lavidamassage.com/massage/helps-with-injury-rehabilitation/> |
| <https://lavidamassage.com/massage/improved-concentration/> |
| <https://lavidamassage.com/massage/improves-body-motion/> |
| <https://lavidamassage.com/massage/increases-circulation/> |
| <https://lavidamassage.com/massage/more-energy/> |
| <https://lavidamassage.com/massage/pain-management/> |
| <https://lavidamassage.com/massage/reduce-heart-rate/> |
| <https://lavidamassage.com/massage/reduce-stress/> |
| <https://lavidamassage.com/massage/relieves-migraines-headaches/> |
| <https://lavidamassage.com/membership/> |
| <https://lavidamassage.com/store-locator/> |
| <https://lavidamassage.com/cart/> |
| <https://lavidamassage.com/own-a-franchise/> |
| <https://lavidamassage.com/own-a-franchise/about-lavida-massage/> |
| <https://lavidamassage.com/own-a-franchise/about-lavida-massage/available-markets/> |
| <https://lavidamassage.com/own-a-franchise/about-lavida-massage/meet-the-team/> |
| <https://lavidamassage.com/own-a-franchise/about-lavida-massage/news-and-media/> |
| <https://lavidamassage.com/own-a-franchise/about-lavida-massage/news-and-media/?et_blog> |
| <https://lavidamassage.com/own-a-franchise/about-lavida-massage/news-and-media/page/2/?et_blog> |
| <https://lavidamassage.com/own-a-franchise/contact-us/> |
| <https://lavidamassage.com/own-a-franchise/steps-to-owning-a-lavida-massage/> |
| <https://lavidamassage.com/own-a-franchise/steps-to-owning-a-lavida-massage/lavida-massage-investment/> |
| <https://lavidamassage.com/policies/> |
| <https://lavidamassage.com/skincare/> |
| <https://lavidamassage.com/skincare/deeply-cleans-skin/> |
| <https://lavidamassage.com/skincare/delivers-anti-aging-results/> |
| <https://lavidamassage.com/skincare/promotes-circulation/> |
| <https://lavidamassage.com/skincare/reduces-congestion/> |
| <https://lavidamassage.com/skincare/reduces-undereye-bags/> |
| <https://lavidamassage.com/skincare/relieves-stress/> |
| <https://lavidamassage.com/skincare/treats-and-prevents-acne/> |
| <https://lavidamassage.com/website-accessibility-statement/> |
| <https://lavidamassage.com/2018/10/17/737/> |
| <https://lavidamassage.com/2018/10/17/3-surprising-facts-about-massage-therapy/> |
| <https://lavidamassage.com/2018/10/17/5-ways-to-prepare-your-skin-for-fall/> |

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

|  |  |
| --- | --- |
| Standard/Guideline | Included in Report |
| Web Content Accessibility Guidelines 2.1 at *https://www.w3.org/TR/WCAG21/* | Level A (Yes)  Level AA (Yes)  Level AAA (No) |

## Terms

The terms used in the Conformance Level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
* **Partially Supports**: Some functionality of the product does not meet the criterion.
* **Does Not Support**: The majority of product functionality does not meet the criterion.
* **Not Applicable**: The criterion is not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criterion.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](https://www.w3.org/TR/WCAG21/).

### **Table 1: Success Criteria, Level A**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) | Partially Supports | Images on the website contain  relevant alternative text.  **Exceptions include:**   * Alternative text is not announced for the card logo on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway].* |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | Not Applicable | No audio-only or video-only content is present on the website. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | Supports | Captions are provided for multimedia content present on the website. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) | Supports | Alternatives are provided for multimedia content present on the website. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) | Partially Supports | The website has consistent headers and global table structures to establish clear information and relationships within the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.  **Exceptions include:**   * The list is not announced for the search suggestions list on the Store Locator page *[This is specific to the third-party plugin Google Places]* * The 'Terrain' Checkbox is not read by the screen reader on the Store Locator page *[This is specific to the third-party plugin Google Maps]* * The visually appearing heading 'LaVida Massage' is not announced as a heading on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway].* |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | Partially Supports | The sequence of the content present on the website is meaningful and appropriate and does not affect the meaning of the provided content.  **Exceptions include:**   * Hidden content is read by the screen reader on the Home page *[This is specific to the third-party plugin Slider Revolution]* * An incorrect reading order is observed on the Membership page. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) | Supports | No information is present on the website which is based on sensory characteristics such as shape, size, location, sound, etc. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | Partially Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  **Exceptions include:**   * The ‘error' information is identified by color alone on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway].* |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | Not Applicable | No audio content is present on the website that plays automatically for more than 3 seconds. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | Partially Supports | The website supports standard keyboard navigation and input functions (including swiping to move between input fields and pressing [Double tap] to make selections).  **Exceptions include:**   * The 'Enter your address' edit field is not triggerable using the VoiceOver screen reader in iPhone on the Store Locator page *[This is specific to the third-party plugin Google Maps]* * The 'Shopping cart' table is skipped by using the VoiceOver screen reader in iPhone on the Cart page *[This is specific to the third-party plugin WooCommerce]* * The search suggestions are not accessible using the screen reader on the Store Locator page *[This is specific to the third-party plugin Google Maps]* * The buttons such as 'Search' are not focusable using the keyboard on the Store Locator page *[This is specific to the third-party plugin Google Maps]* * The 'X(Close)' button is not focusable using the keyboard on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway].* |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | Partially Supports | Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.  **Exceptions include:**   * The VoiceOver screen reader gets stuck in navigation on the footer menu button on the Why Lavida Massage *[This is specific to the third-party plugin WooCommerce].* |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only) | Not Applicable | No functionalities are dependent on or controlled by character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | Not Applicable | There is no such activity present on the website where time needs to be adjusted or extended. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | Partially Supports | There is no such content present on the website that needs to be stopped, paused, or hidden.  **Exceptions include:**   * The play/ pause button is not provided for moving content on the Enhanced Immunity page *[This is specific to the third-party plugin Swiper Slider].* |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | Not Applicable | There is no flashing content present on the website. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | Supports | A bypass mechanism for skipping to the main content is implemented. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | Supports | Descriptive and correct page titles are present for pages throughout the website. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | Partially Supports | The focus moves in a correct sequence order on the website from left to right and top to bottom.  **Exceptions include:**   * An incorrect focus order is found on the form fields on the Careers & Jobs page * An incorrect focus order is found on the form elements on the Esthetician page * The focus is moving twice on 'Keyboard Shortcuts' on the Contact Corporate Headquarters page *[This is specific to the third-party plugin Google Maps]* * An Incorrect focus order is found on the main section elements on the Blog page *[This is specific to the third-party plugin Salvattore Masonry]* * The focus doesn't directly move to the 'LaVida Massage cart' modal on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway].* |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | Supports | All links are provided with appropriate link text and the user would be able to understand the purpose of the link from its link text. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only) | Supports | All functionalities present in the website can be operated with a [single pointer](https://www.w3.org/TR/WCAG21/#dfn-single-pointer) without a path-based gesture unless a multipoint or path-based gesture is [essential](https://www.w3.org/TR/WCAG21/#dfn-essential). |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only) | Supports | No down-event of the pointer is used in the website to execute any part of the action. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only) | Supports | All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only) | Not Applicable | No functionality is present on the website that is operable only by device motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) | Supports | The product inherits the language settings configured through the operating system. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | Supports | No interactive element is triggered automatically on receiving the focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | Supports | Change of context does not happen when the user changes the setting of any input controls. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | Supports | Errors present on the website are notified to the screen reader user automatically. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | Supports | The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | Supports | The markup of the website has complete start and end tags, attributes, and unique IDs. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | Partially Supports | All the website elements have a proper label associated with their role and the screen reader is recognizing them correctly with updated values as well.  **Exceptions include:**   * The label and role are missing from the 'location' button on the Store Locator page *[This is specific to the third-party plugin Google Maps]* * The role is missing from the dialog box on the Store Locator page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway]* * An incorrect role is announced for the buttons on the Store Locator page *[This is specific to the third-party plugin Google Maps].* |

### **Table 2: Success Criteria, Level AA**

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions)  (Level AA) | Not Applicable | No live multimedia content is present on the website. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) | Supports | Audio description is provided for the multimedia content present on the website. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation)  (Level AA 2.1 only) | Supports | The website does not restrict its view and operation to a single display orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only) | Supports | Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | Partially Supports | The website adheres to minimum contrast standards.  **Exceptions include:**   * The text 'Place order' fails the color contrast ratio on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway]* |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | Partially Supports | The website is fully responsive. At a zoom of 200%, the site responds to that resolution by adjusting the UI as it would if the user were on a smartphone.  **Exceptions include:**   * The graphic content gets disappeared at 200% zoom on the Massage page *[This is specific to the third-party plugin Slider Revolution].* |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation)  (Level AA) | Partially Supports | No information is conveyed to the user via an image of the text.  **Exceptions include:**   * An image of the text is used to convey information on the Massage Industry and Investment pages. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow)  (Level AA 2.1 only) | Supports | The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only) | Partially Supports | The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s).  **Exceptions include:**   * The 'Street View' icon fails the color contrast ratio on the Store Locator page *[This is specific to the third-party plugin Google Maps]* * The 'X(Close)' icon fails the color contrast ratio on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway].* |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing)  (Level AA 2.1 only) | Partially Supports | The website is compliant with WCAG text spacing requirements.  **Exceptions include:**   * The 'find a location near you' link overlaps with text when applying text spacing properties on the Massage *[This is specific to the third-party plugin Slider Revolution].* |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only) | Supports | The content that is triggered by hover or focus is dismissible, hoverable, and persistent |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc)  (Level AA) | Supports | A proper navigation header is provided to access the different types of website pages. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | Supports | Headings and Labels on the website provide sufficient detail of the content they are describing. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | Partially Supports | All the elements present in the website have focus visibility.  **Exceptions include:**   * The focus indicator is missing on the 'Google' link on the Contact Corporate Headquarters page *[This is specific to the third-party plugin Google Maps]* * The focus indicator is not visible on the Checkbox on the Store Locator *[This is specific to the third-party plugin Google Maps].* |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id)  (Level AA) | Not Applicable | English is the primary and only language of the website. There are no phrases or sentences written in any other language, which need to be defined separately. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | Supports | Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | Supports | Components that provide the same functionality throughout the website can be easily identified by the user. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions)  (Level AA) | Supports | The provided error messages are descriptive enough to understand the error and identify the location where they occur. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | Not Applicable | There are no critical forms available where error prevention is required. Error suggestions are enough to  fill out the form and correct the errors. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only) | Partially Supports | The updated content automatically notifies the visually impaired users via a screen reader.  **Exceptions include:**   * The ‘Loading' notification is not announced automatically on the Cart page *[This is specific to the third-party plugin WooCommerce Authorize.Net Gateway]* * The status message 'User denied Geolocation' is not being announced on the Store Locator page *[This is specific to the third-party plugin Google Maps].* |