

ACCESSIBILITY STATEMENT

Document Type: Customer Information

Company: Knyazeva Ltd

Business: Private Hire & Executive Chauffeur Services

Effective Date: 20.10.2027

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Knyazeva Ltd is committed to making its website and digital booking services accessible and easy to use for as many customers as possible.

We aim to ensure that customers can access information about our services and submit a booking request regardless of disability or accessibility needs.

1. Accessibility Standard

We aim for our website and digital content to comply, as a minimum, with:

Web Content Accessibility Guidelines (WCAG) 2.1 Level AA

We also seek to follow the principles of the:

Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, where applicable.

2. Our Approach

We aim to make our website accessible by considering areas such as:

- clear and consistent navigation;
- readable and understandable content;
- appropriate text structure and headings;
- accessible forms and input fields;
- keyboard accessibility where applicable;
- appropriate text alternatives for relevant images;
- sufficient visual clarity and contrast;
- compatibility with commonly used assistive technologies.

3. Booking Assistance

If you are unable to use our online booking form or require assistance because of an accessibility requirement, please contact Knyazeva Ltd directly.

Where reasonably practicable, we will assist you with making a booking through an alternative communication method.

4. Accessibility Feedback

We welcome feedback about the accessibility of our website and digital services.

If you experience a problem accessing information or using our booking form, please contact us and provide:

- the page or part of the website affected;
- a description of the problem;
- the type of assistance you require;
- your preferred method of contact.

We will consider the issue and take reasonable steps to improve accessibility where appropriate.

5. Review

We will review the accessibility of our website and digital booking services periodically and when significant changes are made to the website or booking system.

6. Contact

If you require assistance or wish to report an accessibility issue, please contact Knyazeva Ltd using the contact details provided on this website.