

Gazoop v3 accessibility statements

Customer booking panel | WCAG 2.2 Level AA

Phone Support Ltd, trading as Gazoop

Version: Gazoop v3 web panels, accessibility release 2026.10.27.3. Assessment and statement updated: 27 October 2026. Next review: 13 November 2026.

Scope and conformance status

Standard v3 customer pages served under cp.gazoop.com/customer/: sign-in and recovery, public and signed-in booking, recurring and return journeys, booking history and management, calendar, profile, invoices and passenger-payment interfaces. Embedded use includes the booking frame. Staff-only features and the external embedding website are assessed separately.

Phone Support Ltd declares that the standard Gazoop v3 customer booking panel in the scope of this assessment is fully compliant with the Web Content Accessibility Guidelines version 2.2 AA standard. This is our company self-declaration, based on internal assessment and testing.

Known issues and next actions

No known unresolved accessibility failure remains in the assessed standard customer panel. The recurring-booking review now displays its start date, pickup time, repeat frequency, selected weekdays and end date. The integrated booking and embedded-form checks have been completed.

We will review this statement by 13 November 2026 and after material changes to shared controls or booking workflows. Newly reported barriers will be assessed and given a correction plan. Passenger payment authorisation, decline, 3-D Secure and Mobile Use passed company self-testing.

Improvements delivered

Delivered corrections include unique telephone-picker IDs, accessible search and calendar controls, associated validation errors, readable payment and invoice presentation, pause/resume controls, retained keyboard focus and an idle-session warning with Keep working. Existing booking values, permissions, fares and payment processing are retained.

Feedback and assistance

Report a barrier or request information in another format at <https://www.gazoop.com/support/> or call 0800 310 2626. Please identify the page and task. Public statement: <https://www.gazoop.com/accessibility/>.

Testing appendix

Internal company assessment, 25-27 October 2026. Standard: WCAG 2.2 Level AA. Technologies: HTML, CSS, JavaScript and WAI-ARIA. Testing combined production inspection, manual keyboard and screen-reader checks, automated scans, controlled response tests and company mobile/payment testing.

Test area	Result
Authentication and controls	Passed: recorded login/recovery, telephone selection, date navigation, address suggestions, validation, dialog opening/closing and focus checks. The duplicate country-option ID issue has been corrected.
Booking and session behaviour	Passed: 40 integrated standard, return, recurring and edit journeys in Chrome/Firefox, with review, correction, single submission, unchanged payload and confirmation. Eight cross-origin embedded journeys passed. Session renewal, validation, cancellation and error/retry checks also passed.
Passenger payments	Passed: company self-testing of authorisation, decline and 3-D Secure. Card-entry and stored-card presentation, keyboard and focus checks also passed.
Mobile use	Passed: company self-testing on iPhone and Android.
Automated checks	Passed: axe-core scans of sign-in/recovery, customer pages, payment dialogs, booking reviews and confirmations found no WCAG A/AA violations in the recorded states. Live recurring review and public booking checks also passed.
NVDA with Chrome	Passed: recorded calendar date announcements and selection, address and telephone controls, pagination, cancellation dialog and focus-return checks.

Environments and applicability

Recorded environments: NVDA 2026.2 with Chrome 155.0.8059.40 on Windows; Chrome 155 and Firefox 153 for automated/component checks; axe-core 4.14.0. Display checks include 200% browser zoom, reflow at 320 CSS pixels, text-spacing overrides and supported light/dark themes. Browser zoom is an accepted means of enlarging text; a separate text-only mode is not claimed.

Prerecorded audio/video, captions and audio description are not applicable to the media-free customer panel. Controls use real text; logos fall within the images-of-text exception. The declaration covers the standard v3 service and assessed configurations. Fleet-authored content, custom translations and external host pages must preserve accessibility; this is not a declaration for every independently modified website or fleet content item.

Passed describes the stated checks. Automated scans do not evaluate every WCAG requirement. No JAWS or VoiceOver result is claimed. This is a supplier self-assessment; a completed VPAT-based ACR and an independent audit are not currently available. Standard: <https://www.w3.org/TR/WCAG22/>.

Gazoop v3 accessibility statement

Staff Control Panel | WCAG 2.2 Level AA

Phone Support Ltd, trading as Gazoop

Version: Gazoop v3 web panels, accessibility release 2026.10.27.3. Assessment and statement updated: 27 October 2026. Next review: 13 November 2026.

Scope and conformance status

Standard v3 staff navigation, booking and dispatch interfaces, allocation controls, customer and account administration, Reports, reporting charts, billing configuration, imports and both booking layout editors. Native apps and the public marketing website are outside this product assessment.

The staff Control Panel is partially compliant with the Web Content Accessibility Guidelines version 2.2 AA standard. Stored audio without an equivalent accessible text alternative remains a content limitation under criterion 1.2.1. The recorded implementation corrections and their regression checks passed.

Known issues and next actions

A stored call recording that conveys information unavailable in equivalent text does not meet WCAG 1.2.1. Existing Reports support a Call ID reference and Notes; booking notes can also hold the equivalent. A call disposition alone does not convey the conversation. This requires appropriate content, not automatic transcription or a new storage feature.

Content owners should supply equivalent text for recordings needed to complete an accessible task, using the existing linked Report or notes. Gazoop will review this statement and content guidance by 13 November 2026. A completion date for individual fleet-owned recordings depends on their owner; this report does not promise that all recordings will have been corrected by the review date.

Improvements delivered

Delivered corrections include skip navigation, labels and control states, readable themes, accessible compact layout editors, import labels, dispatch pause/resume and refresh focus, named report selectors and invoice note editor, invoice contrast, allocation-dialog naming/contrast, import mapping/reflow and a keyboard-operated View chart data table. Existing actions and business contracts are retained.

Feedback and assistance

Report a barrier or request information in another format at <https://www.gazoop.com/support/> or call 0800 310 2626. Please identify the page and task. Public statement: <https://www.gazoop.com/accessibility/>.

UK OFFICE

13 Freeland Park, Wareham Road
Poole, Dorset, BH16 6FA
United Kingdom

COMPANY DETAILS

Company no. 06776289
VAT no. GB222174640

CONTACT

0800 310 2626
sales@gazoop.com
www.gazoop.com

Testing appendix

Internal company assessment, 25-27 October 2026. Standard: WCAG 2.2 Level AA. Technologies: HTML, CSS, JavaScript and WAI-ARIA. Testing combined production inspection, manual keyboard and screen-reader checks, automated scans, controlled response tests and company mobile/payment testing.

Test area	Result
Navigation, dispatch and editors	Passed: recorded bypass, names, keyboard/focus, compact editing and drag-alternative checks. Advanced and Simple dispatch live controls have passing regression and live evidence.
Reports and billing controls	Passed: Chrome/Firefox report-selector navigation and invoice-editor naming/Tab exit. Delayed editor initialization is included in the regression test.
Chart data	Passed: eight browser/width/theme combinations with scoped table headers and unchanged values. NVDA read the published chart caption, row labels, series headers and values.
Automated checks	Passed: latest report, invoice, Booking Fields and chart scans in the retained states reported zero detected WCAG A/AA violations after correction. The embedded editor was evaluated separately.
NVDA with Chrome	Passed: recorded import labels, navigation and compact-editor controls; report-selector name, expanded state and option announcements; published chart table traversal.
Import, allocation and export	Passed: Import upload, mapping, progress, results and logs, allocation/unallocation failure and retry, and CSV export were checked with controlled responses. No production import, allocation or charge was created.

Environments and applicability

Recorded environments: NVDA 2026.2 with Chrome 155.0.8059.40 on Windows; Chrome 155 and Firefox 153 for automated/component checks; axe-core 4.14.0. Display checks include 200% browser zoom, reflow at 320 CSS pixels, text-spacing overrides and supported light/dark themes. Browser zoom is an accepted means of enlarging text; a separate text-only mode is not claimed.

Video captions and audio description are not applicable to the standard video-free panel. Live audio-only calls do not trigger the live video-caption requirement. Stored audio is assessed separately as described above. Content owners remain responsible for accessible alternatives to the content they supply.

Passed describes the stated checks. Automated scans do not evaluate every WCAG requirement. No JAWS or VoiceOver result is claimed. This is a supplier self-assessment; a completed VPAT-based ACR and an independent audit are not currently available. Standard: <https://www.w3.org/TR/WCAG22/>.