Detailed information about the Accessibility of our website – Updated 13 May 2025

Site Area	Issue	WCAG 2.2 Compliance	Mitigation
V&A Main Site vam.ac.uk	Some videos lack captions, so the information in them isn't available to people using a screen reader	This doesn't meet WCAG 2.2 success criterion 1.1.1 (nontext content).	When we publish new content we'll make sure our use of images meets accessibility standards.
V&A Main Site vam.ac.uk	Some audio lacks transcription	This doesn't meet WCAG 2.2 success criterion 1.1.1 (nontext content).	When we publish new audio content we'll make sure our use of audio meets accessibility standards.
V&A Main Site vam.ac.uk **Universal Viewer** eg https://www.vam.ac.uk/articles/exploreleonardo-da-vincisnotebooks-codex-forster-iii	A link is present near the top left corner of the 'universal viewer' that does not contain discernible text. This means that screen reader users may not be able to determine their destination or purpose.	This doesn't meet the following WCAG 2.2 Success criterion - 2.4.4 Link Purpose 4.1.1 Parsing | 4.1.2 Name, Role, Value	Disproportionate burden
V&A Main Site vam.ac.uk Annotated Tour	The text content presented throughout the annotated tour overlaps when the page is magnified up to 400% and the page width is set to 1280px.	This doesn't meet the WCAG 2.2 success criterion 1.4.10 Reflow	Disproportionate burden
Audio Guide eg https://www.vam.ac.uk/audioguide/med-ren/	HTML markup errors, Missing or inappropriate alternative text in images and image links, Incorrect	This doesn't meet WCAC 2.2 Success	Disproportionate burden

	ARIA implementations.	Criterion 4.1.2: Name, Role, Value	
Research Projects eg https://www.vam.ac.u k/research/projects/th e-leman-album	HTML markup errors, Forms not fully accessible, Tables not fully accessible, Mssing Alt text, Insufficient colour contrast between text and background, Nondescriptive image links, Semantically Incorrect Headings	Doesn't currently meet the following WCAG 2.2 Success Criterion 1.1.1 Non-text Content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.4.10 Reflow 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.4.4 Link Purpose (In Context) | 2.4.9 Link Purpose (Link Only) 3.2.5 Change on Request	Disproportionate burden
Archives https://www.vam.ac.u k/archives/	HTML markup errors, Missing Language attribute, Semantically Incorrect Headings, non-descriptive image links, insufficient colour contrast, unlabelled form fields.	Doesn't currently meet the following WCAG 2.2 Success Criterion 1.3.1 Info and Relationships 2.4.10 Section Headings	Disproportionate burden

V&A Images	Not tested	No	Commercial, not core to public purpose
Jobs	Not Tested	No	In discussion
Awards Force	Not Tested	No	In discussion
National Art Library	Not tested	No	In Discussion

Order An Object – Booking Platform

The booking portal for the Order an Object service is currently under active development any issues of accessibility including errors and bug fixes relating to the appointment service will be resolved by 20 June when the development phase is completed.

Site Area	Issue	WCAG 2.2 Compliance	Mitigation
Order an Object Booking Platform object-booking.vam.ac.uk	Page titles not meaningful, insufficient colour contrast, Forms not fully accessible, unlabelled form fields. missing or incorrect aria labels, not operable by keyboard only, instructions provided for understanding and operating content rely solely on sensory characteristics, status messages not presented to users of assistive technology, pages don't conform to non-interference, missing heading or labels, reading order and sequence not logical for users of assistive tech	Doesn't currently meet the following WCAG 2.2 Success Criterion: 1.3.2 Meaningful sequence, 1.3.1 info & relationships, 1.4.10 Reflow. 1.4.1 Use of Colour, 1.4.3 contrast (minimum), 1.4.13 Content on hover or focus, 2.1.1 Keyboard, 2.1.3 Keyboard (no exception), 2.3.1 Three flashes, 2.4.2 Page Titled, 2.4.3 Focus Order 2.4.6 Headings or labels, 2.5.3 Label in Name, 3.3.1 Error identification, 4.1.3 Status messages, 4.1.2 Name, role, value	Mitigation in progress

Issues will be resolved by 20 June as part of the ongoing development phase |

INTERACTIVE TOOLS AND GAMES

Some of our exhibition specific interactive tools and interactive games are difficult to navigate using a keyboard.

We've assessed the cost and resources needed to fix the issues detailed below. We believe that doing so now would be a **disproportionate burden** within the meaning of the accessibility regulations.

When choosing new suppliers and agencies we will ensure all new tools will be compliant.

Site Area	Issue	WCAG 2.2 Compliance	Mitigation
Secret Seekers https://www.vam.ac.uk/seekers/	Not tested	No	Disproportionate burden
Museum of Savage Beauty – Exhibition Interactive https://www.vam.ac.uk/museumofsavagebeauty/	Difficult to navigate by keyboard	This doesn't meet WCAG 2.2 Success Criterion 2.1.1 (Keyboard).	Disproportionate burden
Shoes timeline – Exhibition Interactive https://www.vam.ac.uk/shoestimeline/	Not tested	No	Disproportionate burden
Europe Trades https://www.vam.ac.uk/europetrades/#/	Not tested	No	Disproportionate burden
Terrible Trades https://www.vam.ac.uk/terribletrades/	Not tested	No	Disproportionate burden

The Ommegang https://www.vam.ac.uk/ommegang/	Not tested	No	Disproportionate burden
Motorways data Visualisation https://www.vam.ac.uk/commissions/european-motorways-19202020/	Not tested	No	Disproportionate burden
Big Glass https://www.vam.ac.uk/bigglassmic/	Not Tested	No	Disproportionate burden
Design a wig https://www.vam.ac.uk/designawig	Not tested	No	Disproportionate burden
Design a ring https://www.vam.ac.uk/designaring/	Not tested	No	Disproportionate burden
V&A Luxury Time	Not tested	No	Disproportionate burden

TICKETING, MEMBERSHIP & ECOMMERCE

Site Area	Issue	WCAG 2.2 Compliance	Mitigation
Online shop Vam.ac.uk/shop Product images	Some images have incorrect, inappropriate or missing alt text, making affected images unavailable	Doesn't currently meet the following WCAG 2.2 success criteria:	Mitigation in progress – to be completed by Q3 2025/26

	to blind and visually impaired users	1.1.1 non-text content - Level A 1.4.5 Images of text - Level AA	
Online shop Vam.ac.uk/shop Add to bag Top navigation menu Mini-bag Bag Checkout Footer Search	Issues with missing and incorrect labels, markups, and focus, that prevent tasks or create a sub-optimal experience for users browsing with assistive technologies	Doesn't currently meet the following WCAG 2.2 success criteria: 1.1.1 Non-text content - Level A 1.3.1 Info & relationships - Level A 2.1.1 Keyboard - Level A 2.1.3 Keyboard (no exception) - Level AAA 2.4.1 Bypass blocks - Level A 2.4.3 Focus order - Level A 2.4.4 Link purpose (in context) - Level A 2.4.9 Link purpose (link only) - Level AAA 2.5.3 Label in name - Level A 3.2.3 Consistent Navigation - Level AA 3.3.2 Labels or instructions - Level A 4.1.2 Name, role, value - Level A	Mitigation in progress – to be completed by Q3 2025/26

Online shop Vam.ac.uk/shop Checkboxes Global colourful banner	Contrast requirements not met, which reduces legibility and means that some users, particularly visually impaired users will have difficulty in reading this text.	Doesn't currently meet the following WCAG 2.2 success criteria: 1.4.11 Non-text contrast - Level AA 1.4.6 contrast (enhanced) - Level AAA	Mitigation in progress – to be completed by Q3 2025/26
V&A Images	Not tested	No	Commercial, not core to public purpose