

Accessibility Statement

1. Our commitment to accessibility

Aurora Travel, operated by **Kateryna Levchenko**, is committed to making our website accessible and easy to use for as many people as possible, regardless of ability or the technology they use to access it.

We aim to provide a positive and inclusive online experience and to continually improve the accessibility, usability and clarity of our website.

Our website is:

www.auroratravel.co.uk

2. Accessibility standards

We aim to make our website conform as far as reasonably practicable with recognised accessibility standards, including the **Web Content Accessibility Guidelines (WCAG) 2.2**, with a target of **Level AA**.

As our website is hosted and operated using third-party website technology, some aspects of accessibility may depend on the functionality provided by those platforms and services.

We regularly review our website and aim to identify and address accessibility issues as they arise.

3. Accessibility features

Where reasonably possible, we aim to ensure that our website:

- can be accessed using standard web browsers and common devices;
- uses clear and understandable language;
- provides clear headings and navigation;
- uses appropriate text alternatives for relevant images;
- provides sufficient contrast and readable text;
- allows users to navigate important content using a keyboard where supported by the underlying website technology; and
- avoids unnecessary barriers to accessing information about our travel services.

4. Known limitations

We are continually working to improve the accessibility of our website.

Some pages, content or third-party features may not currently provide the same level of accessibility for every user. This may include content or functionality supplied by third-party platforms, applications or services that we do not fully control.

Where we become aware of an accessibility issue, we will consider appropriate steps to improve the experience.

5. Alternative ways to access information

If you have difficulty accessing any information on our website, please contact us.

We will make reasonable efforts to provide the information you need in an alternative format or through another appropriate method where possible.

You can contact us by:

Email: info@auroratravel.co.uk

Telephone:

+44 (0) 20 3610 2388

+44 (0) 7432 185389

Address:

Kateryna Levchenko

Aurora Travel

8 Osmund Street

London

W12 0AX

United Kingdom

6. Reporting an accessibility problem

We welcome feedback about the accessibility of our website.

If you encounter a problem, please tell us:

- the page or section you were trying to access;
- what difficulty you experienced;
- the device or browser you were using, if known; and
- what you were trying to do.

You can report an accessibility issue by emailing info@auroratravel.co.uk.

We will consider your feedback and, where reasonably possible, take appropriate steps to address the issue.

7. Enforcement and complaints

If you contact us about an accessibility issue and are not satisfied with our response, you may wish to seek further advice from an appropriate accessibility or consumer-protection body, depending on the nature of the issue.

8. Review of this statement

We will review this Accessibility Statement periodically and update it when there are significant changes to our website, accessibility arrangements or applicable requirements.

Last updated: 29 August 2026

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