

Retreateam – Accessibility Statement

Last Updated: June 11th, 2025

1. General Accessibility Commitment

Retreateam is committed to ensuring that its services and website are accessible to all individuals, including people with disabilities, while upholding principles of equality, dignity, comfort, and independence. Accessibility is a core value of the company, and we aim to provide accessible service to the extent possible, within the tools and technologies available.

2. Service Environment

The company operates in a fully digital model, and most of its services are provided online – including through our website, email, registration forms, secure payment systems, and other digital communication channels. We do not offer in-person services or physical customer reception at our offices.

3. Accessible Customer Support

The Retreateam support team is prepared to provide accessible and respectful service to people with disabilities. We welcome all accessibility-related inquiries or requests and will make every reasonable effort to respond promptly.

4. Website Accessibility

Features Our website was developed in accordance with the Israeli Standard for Web Accessibility (IS 5568), based on the international WCAG 2.1 guidelines at Level AA. Some of the accessibility features implemented on the site include:

- Compatibility with major browsers and mobile devices
- Text enlargement via browser controls (Ctrl +)
- Full keyboard navigation (Tab, Enter)
- Screen reader compatibility (NVDA, JAWS, VoiceOver)
- Ongoing audits to ensure content accessibility


5. Third-Party Services

Some website components (such as payment plugins, external forms, or third-party integrations) are not fully under our control and may not meet all accessibility standards. We recommend reviewing the accessibility policies of these third-party providers where relevant.

6. Disclaimer

While we strive to make all website content and services accessible, some pages or components may not yet be fully adapted or compliant. The company is committed to continuous improvement in this area and works regularly to enhance accessibility.

7. Contact Us

If you experience any difficulty using the website or our services, or if you have a specific accessibility request, we would be happy to assist. 

hello@retreateam.com