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ANNEX 3

ANNEX

to the

Proposal for a Directive of the European Parliament and of the Council

on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

{SWD(2015) 264 final}
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ANNEX III

INFORMATION ON SERVICES MEETING ACCESSIBILITY REQUIREMENTS

1. The service provider shall include the information assessing how the service meets the accessibility requirements in the general terms and conditions, or equivalent document. The information shall describe the applicable requirements and cover, as far as relevant for the assessment the design and the operation of the service. In addition to the consumer information requirements of Directive 2011/83/EU of the European Parliament and of the Council[1], the information shall, wherever applicable, contain the following elements:

   (a) a general description of the service in accessible formats;

   (b) descriptions and explanations necessary for the understanding of the operation of the service;

   (c) a description of how the relevant accessibility requirements set out in Annex I are met by the service.

2. To comply with point 1 the service provider may apply in full or in part the harmonised standards and/or other relevant technical specifications, for which references have been published in the *Official Journal of the European Union*.

3. The service provider shall provide information demonstrating that the service delivery process and its monitoring ensure compliance of the service with point 1 and with the applicable requirements of this Directive.

[1] Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council (OJ L 304, 22.11.2011, p.64).