Information on Accessibility at eventim.de

The accessibility of digital services is a central concern for us. We want to ensure that all people, regardless of individual abilities, can use our website on equal terms. This document describes how we implement the requirements of the Accessibility Enhancement Act (*Barrierefreiheitsstärkungsgesetz*, *BFSG*) and what measures we have taken to make our services accessible.

Description of Our Service

We, CTS EVENTIM AG & Co. KGaA (hereinafter referred to as EVENTIM), provide information about artists, events, and venues on our website www.eventim.de. You can purchase tickets for events and related services and products, such as merchandise, through our website.

The services offered on our website are generally provided by third parties, especially event organizers. EVENTIM provides services for sales and shipping and acts as an intermediary or commission agent for these third parties. EVENTIM always informs you about the provider of the service in each offer.

The purchasing process works like in an online shop. You select what you want to buy, specify further details (e.g., event, date, ticket category, etc.), and add your selection to the shopping cart. Then, you follow the subsequent steps to complete the purchase. During this process, you may be asked for your shipping address and to choose a payment method. After completing the purchase, you will receive a summary via email.

How You Can Use Our Service Accessibility

According to the Accessibility Enhancement Act, we are required to make our services, known as services in electronic commerce, accessible. This means that content such as texts, images, and certain functions on our website must be perceivable, operable, understandable, and robust.

Our website offers a variety of features to support accessibility. The website is:

a) Perceivable

To facilitate perceiving the content, we have implemented measures such as:

- Text is high contrast and can be enlarged up to 200% without loss of content or functionality.
- Content can be used in any screen orientation.
- Images have alternative text descriptions unless they are purely decorative and their content is already described in text.
- Information conveyed through appearance (design), such as headings, lists, or tables, is also understandable for screen readers and other assistive tools, with appropriate descriptions and a logical order.

b) Operable

Our website is designed for user-friendliness to ensure easy operation:

- The website can be navigated via keyboard.
- We avoid design elements that could trigger seizures or physical reactions, such as flashing or blinking elements.

c) Understandable

Our website is easy to understand:

- Assistive technologies can recognize the language of the website.
- Input errors are automatically detected, and the errors are described in text.

d) Robust

Our website is robust, meaning compatibility with various assistive technologies is ensured. The website and the entire ticket shop are compatible with common assistive technologies. Usage is possible with combinations such as:

- Microsoft Edge with Microsoft Narrator (Windows)
- Google Chrome or Mozilla Firefox with NVDA (Windows)
- Safari with Apple VoiceOver (macOS, iOS, iPadOS)
- Google Chrome with TalkBack (Android)

We continuously develop and adapt our website to new requirements and technologies to ensure the legally required accessibility in the future.

Accessibility of Services Provided by Third Parties

EVENTIM has no influence on how event organizers and other third parties provide the services purchased through EVENTIM. Therefore, EVENTIM cannot guarantee that these services are accessible themselves. In particular, on-site accessibility features such as wheelchair spaces, accessible entrances, or supportive services may vary depending on the event, time, and venue.

Information provided by organizers and/or third parties regarding booking wheelchair spaces or accessible access can be found directly on the respective event page. There, you will find information about whether and to what extent accessible seats, special tickets for accompanying persons, or other services for people with disabilities are available.

Services from Third Parties

We sometimes use services from third-party providers or offer them additionally, for example, through embedding. To the extent that we are obliged to do so within the scope of our own service, the services of third-party providers can also be used in an accessible manner. Otherwise, the statements regarding the accessibility of third-party services above apply.

Responsible Market Surveillance Authority

The responsible authority for questions regarding compliance with accessibility requirements is the Market Surveillance Authority of the German Federal States for the Accessibility of Products and Services – a Public-Law Institution:

MLBF AöR
Carl-Miller-Straße 6
39112 Magdeburg

Phone: + 49 391 289 230 23

https://www.mlbf-barrierefrei.de

kontakt@mlbf-barrierefrei.de

Feedback and Contact Information

Do you have questions or suggestions regarding the accessible design of our offerings? We are always available for you. Please feel free to contact us at info@eventim.de.

Date of Last Update

This information was last updated on October 22, 2026.

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