

TacApp

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ACCESSIBILITY STATEMENT

We build TacApp so that people can check in, book a lane and sign a waiver without fighting the software. This page says what we have measured, what we know is not right yet, and how to reach us if something blocks you.

WHERE WE STAND

We do not claim WCAG 2.2 conformance. We measure against it, we fix what we find, and we say so here — but a claim we have not verified end to end would be worth less than this page.

This page is about the product, meaning the customer app, the dealer console and the entrance kiosk. **The marketing site you are reading this on is measured separately and is behind them** — see the last section.

What we measure automatically in the product, on every change to the code:

- Every image carries a description or is marked decorative
- Every form field has a label a screen reader can read
- Every button has a name
- Text starts at 12 CSS pixels — our own floor, not a WCAG criterion — with one known exception, listed below
- Color contrast on text and controls, measured on all three themes
- Headings run in order, with one known skipped level, listed below
- Clickable elements carry a role, so a screen reader announces them
- Nothing overflows sideways at 393, 852, 1024, 1440 or 1920 pixels
- Touch targets reach 44 by 44 CSS pixels, the stricter of WCAG's two thresholds (24 is the minimum), with one known exception, listed below
- Animation stops when your device asks for reduced motion
- Transparency and contrast follow your device's system settings
- Colors follow your device's light or dark setting

What we have checked by hand: keyboard focus is visible everywhere, page zoom is not blocked, the page declares its language.

WHAT IS NOT RIGHT YET

Screen reader walkthrough. Our checks read the markup; nobody has worked through a check-in with a screen reader on a real device. **We are treating that as required before the first range goes live**, not as a nice-to-have.

Three findings we know about and have left in place — two in the dealer console, one in the customer app, none on the kiosk — each for a stated reason:

- **The dealer console skips one heading level.** Fixing it means renumbering the headings of a dense settings panel, which changes how the whole screen reads to a screen reader. We will do it together with the screen-reader walkthrough above, so the panel is reworked once.
- **One control in the console is under 24 by 24 CSS pixels.** It sits in a table row where every neighbor would have to move with it. Same plan: reworked with the walkthrough.
- **One piece of text in the customer app is under 12 CSS pixels.** It is a unit label beside a number, not content you have to read to use the screen, and it is above WCAG's own requirements; it stays until the label is redesigned.
- **Reflow at 320 CSS pixels is not yet tested.** Our narrowest tested width is 393. WCAG's reflow test runs at 320 — the equivalent of 400 percent zoom on a desktop — and we have not run it. It joins the automated checks before the first range goes live.

We list them rather than round them down. A page that says "no known issues" is a page nobody checked.

THE KIOSK DESERVES ITS OWN NOTE

The tablet at the entrance is the one piece of TacApp somebody may have to use, rather than choose to use.

It is the only surface with nothing outstanding. Every automated criterion we test passes on it: headings, labels, roles, text size, touch targets, contrast.

It runs at 12 pixels minimum, with large touch targets and one heading per screen.

Screens swap in place, and hidden screens are hidden from screen readers too — so you hear one heading, not fourteen.

If the tablet does not work for you, staff can check you in at the counter. That path exists on purpose and is not a fallback we tolerate: it is part of how the range is supposed to run.

SIGNING A WAIVER

You can always have it on paper. Ask at the counter. No charge, now or later.

You can change your mind about signing electronically at any time, and switching to paper costs nothing. Anything you already signed stays valid.

TELL US WHAT IS BROKEN

If something on TacApp blocks you, write to accessibility@tacapp.io or tell the range you visit.

We treat access reports as faults, not as feature requests — they go into the same list as everything else that is broken.

We answer within two business days. If the thing you report stops you from checking in or signing a waiver, the range can do both at the counter in the meantime.

What helps us most: which screen, what you were trying to do, and what device or assistive technology you were using.

HOW WE TEST

Automated checks run against the real code on every change, in a browser, at five screen widths, on three surfaces, in all three themes.

They are not a substitute for people. Where this page says something is not right yet, it is because a check found it or because we know an automated check cannot see it.

Contrast measurement

Contrast is measured on every change to the code, not once and then quoted. Every readable element in the dealer console is measured after rendering, in all three themes, and the current release stands at:

Classic theme	0 below threshold
Modern theme	0 below threshold
Two Tone theme	0 below threshold

One thing is excluded rather than passing: the wordmark. Criterion 1.4.3 exempts logotypes and brand names, so we do not measure it, and we would rather say that than let a zero imply we did. The exclusion is written narrowly — it matches the wordmark's own class, not its color, so it cannot quietly exempt anything else painted the same shade.

Earlier passes fixed the skip link (2.12 against a required 4.5 — **the first thing a keyboard reaches, so of all elements that one has to be legible**), a small uppercase heading at 2.43, a lane warning at 3.55, and the support phone number at 2.49.

Colors are measured after rendering, not read from the stylesheet. A value that looks fine in the source can fail on screen: white text on a translucent white panel over a dark background is legible, and white text on a light card is not, and the stylesheet says the same thing in both cases.

THIS SITE, MEASURED IN SEPTEMBER 2026

The marketing site lives apart from the product and until now nothing checked it for accessibility. We measured it against the same criteria and it is behind. We would rather write that here than let this page imply a standard the page itself does not meet.

Two findings, both open:

- **Text below 12 pixels** — the pair of column labels in the comparison table.
- **Targets below 24 by 24 CSS pixels** — the links in the top navigation, which are 17 CSS pixels tall.

The check that found these now runs with the site's own tests, so the count is measured rather than quoted from memory, and it cannot quietly grow.

Neither blocks a range visit. Nothing on this site is a step in checking in, booking or signing at a range; every path that matters to a customer runs through the app, the kiosk or the counter. That is why we have not treated it as urgent — and why we are not going to pretend it is fixed.

Two things here do matter, and we would rather name them than let the paragraph above cover for them: the sign-up flow a range owner uses to buy TacApp, and every legal document we publish, including the page you are reading. If either of those is hard for you to read or to use, tell us at **accessibility@tacapp.io** and we will treat it the way we treat everything else that is broken.