

Accessibility Statement

PUB-LEG-008 | Effective 27 July 2026 | 4 min read

Plain English overview

Mosey's commitment to accessible website and app experiences.

Chapter 1: Our Commitment to Accessibility

Effective 27 July 2026

Plain English summary

Mosey is committed to making its website and mobile application accessible to as many people as reasonably possible. We recognise that members have different abilities, use different devices and may rely on assistive technologies. Accessibility is an ongoing process, and we are committed to improving the experience over time.

1. Purpose

This Accessibility Statement explains our commitment to designing, developing and maintaining the Mosey platform in a way that is accessible and inclusive.

It should be read together with our:

- Terms & Conditions
- Privacy Policy
- Community Guidelines

2. Our Commitment

Moseyaround Limited aims to make Mosey usable by as many people as reasonably practicable.

Where possible, we seek to:

- remove unnecessary barriers
- improve usability
- support assistive technologies
- provide clear and understandable content
- continually improve accessibility as the platform evolves

Accessibility is considered throughout the development of new features wherever reasonably practicable.

3. Accessibility Principles

When designing and developing Mosey, we aim to consider principles such as:

- content that is easy to perceive
- interfaces that are operable
- information that is understandable
- technology that is robust and compatible with a range of devices and assistive technologies

Where appropriate, we seek to align improvements with recognised accessibility standards and best practices.

4. Features That May Assist Users

Depending on the platform and device, accessibility features may include:

- scalable text

- support for screen readers
- sufficient colour contrast
- keyboard navigation where applicable
- descriptive labels for controls
- clear headings and navigation
- consistent layouts
- reduced motion settings where supported

Not every feature may be available on every platform or device.

5. Assistive Technologies

We aim to support commonly used assistive technologies where reasonably practicable, including:

- screen readers
- screen magnifiers
- voice control software
- operating system accessibility features
- alternative input devices

Compatibility may vary depending on device, operating system and third-party software.

6. Ongoing Improvements

Accessibility is not a one-time task.

As Mosey develops, we will continue to:

- review accessibility
- improve new and existing features
- address reported accessibility issues where reasonably practicable
- consider accessibility during future development

7. Known Limitations

Because Mosey is continuously evolving, there may occasionally be areas that do not yet provide the level of accessibility we aim to achieve.

Where limitations are identified, we will seek to improve them as part of future updates, taking into account technical feasibility, user feedback and available resources.

8. Feedback

We welcome feedback from members regarding accessibility.

If you experience difficulty using Mosey or have suggestions for improvement, please contact us.

When reporting an issue, it is helpful to include:

- the device you were using
- the operating system version
- the app or browser version
- a description of the issue
- any assistive technology being used

This helps us investigate and improve the experience more effectively.

Chapter 2: Governance, Feedback & Final Provisions

Effective 27 July 2026

Plain English summary

Accessibility is an ongoing commitment, not a one-off project. We regularly review our website

and mobile application, welcome feedback from members and aim to improve accessibility over time as technology and user needs evolve.

9. Accessibility Reviews

Moseyaround Limited periodically reviews the accessibility of the Mosey website and mobile application.

These reviews may consider:

- new features
- user feedback
- changes in recognised accessibility standards
- improvements to assistive technologies
- compatibility with supported devices and operating systems

Where appropriate, accessibility improvements will be incorporated into future updates.

10. Third-Party Content and Services

Some parts of the Mosey website or application may rely on services provided by third parties, including:

- authentication providers
- mapping services
- payment processors
- reward providers
- embedded content

While we aim to choose providers that support accessibility, we cannot guarantee the accessibility of third-party websites, applications or content that we do not control.

Where practical, we will work with providers or seek suitable alternatives if significant accessibility barriers are identified.

11. Device and Browser Compatibility

Mosey is designed to work across a range of modern devices, browsers and operating systems.

However, functionality and accessibility may vary depending on:

- the age of your device
- your browser version
- your operating system
- installed accessibility software
- third-party integrations

For the best experience, we recommend keeping your software and devices up to date.

12. Continuous Improvement

Accessibility is embedded within our approach to developing Mosey.

As resources, technology and user needs evolve, we aim to:

- improve navigation
- enhance readability
- simplify interactions
- reduce unnecessary barriers
- improve compatibility with assistive technologies
- consider accessibility during future feature development

Not every improvement can be implemented immediately, but accessibility remains an ongoing priority.

13. Reporting Accessibility Issues

If you experience an accessibility issue, we encourage you to contact us.

Please include, where possible:

- a description of the issue
- the page or feature affected
- your device and operating system
- your browser or app version
- any assistive technology being used

We will review all reports and aim to address issues where reasonably practicable.

14. Changes to This Accessibility Statement

Moseyaround Limited may update this Accessibility Statement to reflect:

- improvements to the platform
- changes in technology
- changes in recognised accessibility standards
- legal or regulatory developments
- feedback received from members

Where significant changes are made, we will update the Effective Date and publish the revised version.

15. Contact Us

For accessibility enquiries:

support@moseyaround.com

For privacy enquiries:

privacy@moseyaround.com

For legal enquiries:

legal@moseyaround.com

16. Relationship with Other Documents

This Accessibility Statement forms part of the Mosey Legal Suite and should be read alongside the:

- Terms & Conditions
- Privacy Policy
- Community Guidelines
- Cookie Policy
- Security Statement

Where another document contains more detailed information about a particular topic, both documents should be read together.

17. Final Statement

Moseyaround Limited believes that encouraging healthier lifestyles should be accessible to as many people as reasonably possible.

We are committed to continually improving the accessibility of the Mosey website and mobile application, listening to feedback from our members and developing our services with inclusion in mind.

Accessibility is a journey of continual improvement, and we will continue working to make Mosey more welcoming, usable and inclusive for everyone.