



AbilityNet State of the eNation Accessibility Reports

Getting away this summer a challenge for the disabled

Travel and tourism websites, July 2014

This report looks at how easy it is for disabled people to **book flights and holidays using the websites of 12 leading companies**. Our review found that **most travel and airline websites are difficult and frustrating for disabled people to use**. As well as struggling to book their trip users also find it challenging to choose accessible destinations with confidence.

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Sites tested by the AbilityNet Accessibility Team, May and June 2014

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About AbilityNet

AbilityNet is a charity and a global leader in helping people with disabilities to use digital technology to improve their lives at work, at home or in education. As well as free support to disabled people we provide specialist professional services to international businesses such as Barclays, E.ON and BT.

- Our team of accessibility experts conduct audits of websites, mobile apps and other digital services.
- Our disabled testers conduct user tests on websites and other digital services using desktop computers, mobiles and tablets.
- Our consultants provide specialist support and training to digital and development teams as well as working with marketing and compliance staff.

As well as fulfilling the business goals of our clients our work helps make the digital world a more accessible place for every disabled person.

About eNation

AbilityNet's State of the eNation Reports are accessibility and usability reviews of a number of websites in a particular sector. A full archive of reports from the past 12 years can be found at www.abilitynet.org.uk/enation

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1 Getting away this summer - a challenge for the disabled

This report looks at how easy it is for disabled people to book flights and holidays using the websites of 12 leading companies. Each site was evaluated in three main areas that are relevant to desktop and mobile usage:

- Technical compliance (against recognized guidelines)
- User testing or 'real-life' compliance
- Accessibility help – how much supporting information is provided for disabled users and whether a formal statement on accessibility is provided.

Has nothing changed?

A decade after AbilityNet first reviewed the country's top airlines for website accessibility and usability, it appears that little if anything has improved, despite huge advances in technology and provision for disabled people in general.

Our review found that most travel and airline websites are **difficult and frustrating for disabled people to use** – which means that many will struggle to choose accessible destinations with confidence and book their flights or packages online.

Being able to explore holiday options and book flights and travel arrangements online is a huge convenience for everyone, but is especially important for people with disabilities who often have difficulties getting to shops on the high street and finding out about offers and accessible travel destinations.

Of the top twelve carriers and holiday companies sampled just one - Club Med - met the base level of access requirements needed to research travel and accommodation options or make flight or holiday reservations.

And although Club Med approached the level of accessibility needed to be legally compliant all sites had some significant usability and design problems that could prevent disabled people from using them effectively and easily. On some sites testers took over an hour to make their bookings and on others were unable to complete the process altogether.

Legal and commercial risks

As well as legal risks this raises significant commercial concerns. There are 12 million disabled people and 10 million over 65s in the UK, with an estimated spending power of over £100bn, yet many of them will have trouble using these websites to book flights and holidays.

This is a fiercely competitive market and leading players seem to be overlooking this

opportunity to meet customer needs and reach this lucrative market. Many of the issues raised are easily fixed so this could offer a simple way to stand out from the competition.

The Law is also clear on this issue, with companies facing the risk of legal action both in the UK and other markets. In the UK website owners must make 'reasonable adjustments' to ensure that they are accessible to disabled users - as set out in the Equality Act 2010 and confirmed in the subsequent Statutory Code of Practice.

Industry standard guidelines issued by the World Wide Web Consortium were used in these tests and have already been taken into account in discrimination cases brought by disabled users, including the US where a recent case related directly to the website of an airline

Whatever the legal obligation to do so, it also makes good commercial sense to design your website in a way that means that as many people as possible can use it to easily choose and purchase what they want.

2 The results

	Technical Compliance	User Testing	Accessibility Help
British Airways	AMBER	AMBER	GREEN
Carnival	RED	AMBER	RED
Club Med	GREEN	AMBER	RED
easyJet	AMBER	AMBER	RED
First Choice	RED	AMBER	GREEN
Monarch	RED	AMBER	RED
Qantas	AMBER	AMBER	AMBER
Ryanair	RED	AMBER	RED
Saga	RED	AMBER	RED
STA Travel	RED	AMBER	RED
Thomas Cook	RED	AMBER	GREEN
Virgin Atlantic	AMBER	AMBER	AMBER

Key

RED – several significant issues identified requiring immediate action.

AMBER – some significant issues identified requiring urgent attention.

GREEN – no significant issues identified in sample.

3 How we tested the sites

3.1 Compliance Sheriff scans

In the Quick Reviews used in an eNation report we scan the home page and one link-level down using Compliance Sheriff, an industry-leading enterprise tool that works at code level to identify compliance issues.

This does not provide a detailed report of every issue at a page-by-page level but is more than sufficient to identify whether a site is compliant with relevant legal standards.

Our consultants then check the results to identify the severity of the issues and create a score for the traffic light system to indicate how urgent the problems are.

3.2 User Testing

When conducting user testing with our clients we work with them to create a series of key User Journeys throughout the site.

In a Quick Review we devise two simple journeys for our team of experienced testers, based on real-life scenarios. This is sufficient to highlight accessibility and usability issues that are typically relevant to all potential site users, not just disabled people.

In this case we chose two journeys:

- A retired teacher looking for a flight or holiday.
- A final year student looking at options for Graduate Recruitment Schemes.

The reason for including these journeys is that companies must ensure accessibility of their websites as part of the Sale of Goods Act as well as complying with employment legislation under the Equalities Act.

3.3 Our disabled testers

AbilityNet has a large network of testers who can work remotely or in our user testing labs in central London. Although some of the people in the network use specially adapted hardware, most use a range of mainstream devices, including mobile phones, tablets, laptops and desktops. We set the user journeys and then ask them to report on how easy they found the task, how long it took, and any additional comments.

The people in our network include people with:

- Dyslexia – up to 6m people have some kind of dyslexia, of which 4m severely so
- Sight loss – est 2 million in UK have some kind of vision impairment
- Of which 360,000 people are registered as blind or visually impaired

- Hearing Loss - 10 million people in UK
- British Sign Language user – approx 50,000 users

Although feedback from the testers may well relate to their disability or impairment they are also regular users of the web and their feedback will be relevant to all users of a specific website, app or digital service.

We like to describe our testing as **extreme user-testing** – if our testers can complete the simple tasks we have set in a reasonable time then we expect most people in the population to be able to as well.

3.4 Consultant Review

Our team of consultants is immersed in accessibility and usability issues every day. As well as verifying the results of the tests they can use their experience as Expert Witnesses to identify steps that have been taken to mitigate any risks they have identified, such the use of an appropriate Accessibility Help Page.

We have a number of standard items that we believe should be included in an effective Accessibility Help Page, so as a final check our consultants review the help page and provide a traffic light score reflecting its quality.

4 What the testers said

Automated tests check code for compliance issues but the only definite way to establish whether a website is accessible to disabled users is to ask people with a range of impairments to test it.

Our testers experienced a wide range of challenges when trying to book flights or research holidays, as well as finding problems when they looked for information about vacancies.

Below provides a selection of comments offered by our testers – a more comprehensive summary of user feedback is available in Appendix 1.

4.1 British Airways

“I found that the magnification got distorted when trying to read the print on the website. There also was a popup menu that kept getting in the way when I was trying to book my flight. This was the tool bar ‘flights and holidays’ etc.”

Magnification user

“This site reckons to span the World, I felt like I was travelling round the world before I could use it.”

Blind user

4.2 Carnival

“When looking for careers I clicked on so many links at the bottom of the homepage including; About Carnival, Contact Us, Supporting St Jude, World's Leading Cruise Liners, Join (at the top menu), etc, before finally giving up and trying the search box. However, I was still unable to find a careers section of the website, or a link to a careers website for Carnival.”

Magnification user

“I really struggled to find the active links on the home page, some were outlined in blue, some weren't. At the bottom there was a book my cruise option, so I chose that. However the submit/search button doesn't get an outline when it's active, so it's almost impossible to know when you can select it to get your results.”

Keyboard only user

4.3 Club Med

“When I was at school, Turkey was in Asia, I see no mention of it here. I'm invited to search to a resort on a map, which is useless to me as a blind person ... this

company would not get business from me.”

Blind user

“The text was too small. Also the list of where I would like to go is on the right. This is different from the other travel websites where the drop down list is on the left. The homepage is cluttered which makes it hard to read but after that step the screen looks more clear ... I didn't like the colour contrast of the turquoise and white. The font was very small making it hard to read.”

Magnification user

4.4 easyJet

“Whilst this was straightforward, I didn't appreciate being asked so many times whether I wanted accommodation and/or hire care and it made the process frustrating and long-winded for someone who has problems with her hands.”

Fine motor control difficulties user

“The best of all sites I've used to book a flight. I found my flights and it looked good, so long as I could afford the time as it still takes a long time to go through the process.”

Blind user

4.5 First Choice

“This site seems inaccessible. The Choose Airports and other options don't do anything when I hit return, or the cursor routing on my braille display. This new website looks like a basket case to me. This site offered no access to me and is therefore useless. It would lose this company a lot of business. Apparently new, it seems to have been implemented with little or no consultation/testing with screen reading software and the consequences are obvious. I also wasn't able to look for jobs. I suppose it's as difficult to work for this outfit as it is to do business with it.”

Blind user

“It was hard to see where the active links were, and I managed to get to the dates section, and the drop down display worked, but then I couldn't navigate around it at all. Visible links to know where you are on the site are essential. Sorry but this site is totally unusable for me as a keyboard only user.”

Keyboard only user

4.6 Monarch

“When booking flights and choosing dates the calendar came up very small making it hard to read. The layout wasn’t clear and there was too much going on. When searching for jobs at the bottom of the page the colour contrast (grey on white) was very difficult to read as they are similar. Also, the font on certain headings was very small.”

Magnification user

“This is a mess. It looked good at first but then it seemed we had a duplicate step in the process and an accessibility show stopper in the form of unlabelled radio buttons which meant I couldn't proceed.”

Blind user

4.7 Qantas

“There seemed to be a lot of clicking to confirm the chosen flight... and lots of scrolling too - hard for someone with motor difficulties.”

Fine motor control difficulties user

“This site is a tangle. It looks ok to start with but things happen outside your control and data are lost. I don’t think I could book a flight through this site.”

Blind user

4.8 Ryanair

“It made me fill in personal details first. Moreover, like the others it didn’t find the cheapest flight for me I had to search for myself which was time consuming. In the careers section the language used wasn’t clear ... Also, the font used was very small on headings.”

Magnification user

“I think I went into the Irish peat bog on this one. My system just froze whilst trying to enter my departure airport on the home page. Not sure if my screen reader is responsible for this but I doubt it. Yet another site in which it’s easier to find a job than to book a flight.”

Blind user

4.9 Saga

“I did find it strange that the job results list doesn’t mention the location until you enter the pages of each individual vacancy. It would be helpful if the search results included this information in the first instance.”

British Sign Language (BSL) user

“I could not see what link was active so it was impossible to tab around the page to make any choices. Making active links visible (where the mouse is) is essential to navigate the page in any way.”

Keyboard only user

4.10 STA Travel

“This site isn’t structured in a way that I can use with my screen reading software. Some of the fields didn’t seem to accept data, or if they did, nothing useful was done with it.”

Blind user

“The tab key seemed to do nothing whatsoever on this site. it was impossible to see where the active link was.”

Keyboard only user

4.11 Thomas Cook

“This site was a bit slow and kept reloading every time I selected something. This is good, interactive stuff, but definitely slowed me down using a screen reader. I also found no means of actually booking this holiday – I was told my search had found one result, I kept being invited to search, rather than book. Perhaps, for blind users, this is a holiday search and dream site rather than a holiday reality one? It seemed easier to find a job than to book a holiday, is that right?”

Blind user

“It was clear where the links were because they were highlighted in light blue. I managed to get to the date calendar, but here I got stuck – it did not respond to any keyboard commands. I couldn’t go any further.”

Keyboard only user

4.12 Virgin Atlantic

“After I sorted out the tickets I assumed the continue button would be at the bottom of

the page. However, I found it eventually near the right column called 'next step'. When you use magnification it is always good if things are where you would guess them to be."

Magnification user

"The search facility ignored some of the fields I explicitly filled in. I asked for dates in May and was only told about April. Something's not right here."

Blind user

5 Comments from companies tested

We send an email to the press offices of all the companies surveyed, inviting their response. The following provided a quote.

5.1 British Airways comment

"We carry more than 800,000 people with disabilities each year and we work hard to provide help and assistance throughout the whole journey, from the point of booking to arrival. We work very closely with our customers with disabilities, and with groups such as Abilitynet, to help us identify what we do well and what we could do to improve our service levels further, and we will continue to do so. We have recently made enhancements to ba.com, including allowing those who require mobility or wheelchair assistance, who are visually impaired or hard of hearing, or who have learning difficulties to request assistance through the website."

5.2 Ryanair comment

"Thousands of elderly customers and customers of reduced mobility book and fly with Ryanair on a weekly basis, and we also offer a live chat facility on our website to assist customers with their bookings. We have undertaken a usability audit of our new website, which we will continue to improve, in order to make it easier for all customers to book and fly on the lowest fares."

5.3 Thomas Cook comment

"At Thomas Cook we are dedicated to ensuring that all of our customer touch-points meet the needs and expectations of ALL our customers. Whilst we strive to adhere to the accepted guidelines and standards for accessibility, we appreciate that our website might not have been fully compatible to our disabled customers. At the

time this study was undertaken, we were already building a brand-new fully responsive website in response to customer feedback. The site, which works seamlessly across desktop, mobile and tablet devices, will be fully rolled out in the UK by the end of the summer. We would like to reassure our disabled customers that we remain committed to making further improvements and introducing new user functionalities that will further enhance their user experience on Thomascook.com.”

6 Contact Us

Please contact us to find out more about this report, further information about the tests we conducted or any other aspect of AbilityNet’s work:

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7 Appendix One

Feedback from user testing for each site

7.1 British Airways

User comments

“The website is clear and easy to use, but the experience would have been more positive without the couple of long pages I needed to scroll right to the bottom to before being able to continue to the next step. This is frustrating when scrolling is difficult for me. I wish this information could have been spread across more pages.”
- Fine motor control difficulties user

“I found that the magnification got distorted when trying to read the print on the website. There also was a popup menu that kept getting in the way when I was trying to book my flight. This was the tool bar ‘flights and holidays’ etc.” –
Magnification user

“This site reckons to span the World, I felt like I was travelling round the world before I could use it.” – Blind user

7.2 Carnival

User comments

“Easy to navigate but when confirming various details of the cruise it would be better to be on separate pages and not shift down the same page, just not very user friendly.” - Able-bodied

“After I filled out the drop down box I looked for the duration and the option 10+ days wasn’t available. This was travelling to Bahamas. I tried again but for Alaska but it still didn’t let me pick the option 10+ days. Also I wasn’t able to find anything referring to jobs. So I typed into the search bar; jobs. But, still nothing came up just suggestions for holidays.” – Magnification user

“I wasn’t expecting quite so many different details to enter as I had judged the number of stages by the main header which states ‘Step 1, Step 2, Step 3’, etc. In actual fact, Step 1 has many more selections within that step. When looking for careers I clicked on so many links at the bottom of the homepage including; About Carnival, Contact Us, Supporting St Jude, World’s Leading Cruise Liners, Join (at the top menu), etc, before finally giving up and trying the search box. However, I was still unable to find a careers section of the website, or a link to a careers

website for Carnival.” – Magnification user

“I really struggled to find the active links on the home page, some were outlined in blue, some weren’t. At the bottom there was a book my cruise option, so I chose that. However the submit/search button doesn’t get an outline when it’s active, so it’s almost impossible to know when you can select it to get your results.” -

Keyboard only user

7.3 Club Med

User comments

“It was difficult to find the search tool as it is on the right hand side but not at the top. Also I could not find a job search facility for my local area.” - Able-bodied user

“When I was at school, Turkey was in Asia, I see no mention of it here. I’m invited to search to a resort on a map, which is useless to me as a blind person. Also I keep getting the “Stack Overflow” message and my computer is running slow whilst this site is running. This is a can of worms! the information is incomplete, some of the search links don’t work and there’s a persistent error in the implementation which I haven’t seen on other sites. this company would not get business from me.” – Blind user

“The text was too small. Also the list of where I would like to go is on the right. This is different from the other travel websites where the drop down list is on the left. The homepage is cluttered which makes it hard to read but after that step the screen looks more clear. However, as I couldn’t find anything to do with careers I went to look for the search bar but I couldn’t find that either so I was stuck. I didn’t like the colour contrast of the turquoise and white. The font was very small making it hard to read.” – Magnification user

“Although there were few steps, I found it difficult to click on the links themselves (they didn’t always load, or there were some delays, or the buttons were clickable at one point and no longer clickable at others), and this made what should be a simple task, of finding a suitable vacancy somewhat tricky. It’s also not totally clear where the jobs are based, although there is some indication of the country (most appear to be overseas, or a mixture of UK-based and overseas, I’m not sure).” – BSL user

“I eventually managed to tab to the country then resort drop downs, then pressed enter to bring up the calendar, however, this produced an error page and when I pressed the back button, I was back on the home page and had to start again, this time typing the date. I tabbed to the Book Now button and pressed enter, however this did nothing and it seems I was stuck on that page, I could not get it to return

any results. I don't think this site is very keyboard-friendly!" - Keyboard only user

7.4 easyJet

User comments

"Too many unnecessary pop ups and extras." - Able-bodied user

"Whilst this was straightforward, I didn't appreciate being asked so many times whether I wanted accommodation and/or hire care and it made the process frustrating and long-winded for someone who has problems with her hands." - Fine motor control difficulties user

"The best of all sites I've used to book a flight. I found my flights and it looked good, so long as I could afford the time as it still takes a long time to go through the process." – Blind user

7.5 First Choice

User comments

"This site seems inaccessible. The Choose Airports and other options don't do anything when I hit return, or the cursor routing on my braille display. This new website looks like a basket case to me. This site offered no access to me and is therefore useless. It would lose this company a lot of business. Apparently new, it seems to have been implemented with little or no consultation/testing with screen reading software and the consequences are obvious. I also wasn't able to look for jobs. I suppose it's as difficult to work for this outfit as it is to do business with it." – Blind user

"I very much liked the colour contrast and I liked when I clicked on something it highlighted and changed to orange. However I couldn't find any jobs when I tried to search for them." – Magnification user

"I found this a straightforward process, with a clean and clear website design. I also appreciated the box on the right-hand side which gives the key information about my booking as I go along. I also liked how each stage of the booking process is clearly broken down into sections." – BSL user

"It was hard to see where the active links were, and I managed to get to the dates section, and the drop down display worked, but then I couldn't navigate around it at all. Visible links to know where you are on the site are essential. Sorry but this site is totally unusable for me as a keyboard only user." - Keyboard only user

7.6 Monarch

User comments

“Confusing couldn't see where job search really was, still had booking a flight down the left hand side of the page which was distracting and confusing.” - Able-bodied use

“This website is quite busy in terms of colours and information and you had to look quite carefully to find where the appropriate ‘continue’ button was. Also I found it surprising that the search term ‘graduate jobs’ did not produce any results.” - Fine motor control difficulties user

“When booking flights and choosing dates the calendar came up very small making it hard to read. The layout wasn't clear and there was too much going on. When searching for jobs at the bottom of the page the colour contrast (grey on white) was very difficult to read as they are similar. Also, the font on certain headings was very small.” – Magnification user

“This is a mess. It looked good at first but then it seemed we had a duplicate step in the process and an accessibility show stopper in the form of unlabelled radio buttons which meant I couldn't proceed.” – Blind user

7.7 Qantas

User comments

“There seemed to be a lot of clicking to confirm the chosen flight... and lots of scrolling too - hard for someone with motor difficulties.” - Fine motor control difficulties user

“I found that this website was very easy to use. I liked the colour contrast and the layout of the website it was very simple. As you filled out the details to your flight it automatically took you to the next step which made it easier for me. However, I didn't like that accidentally when I clicked into a heading a massive popup came onto the screen which was hard to get rid of.” – Magnification user

“This site is a tangle. It looks ok to start with but things happen outside your control and data are lost. I don't think I could book a flight through this site.” – Blind user

7.8 Ryanair

User comments

“It made me fill in personal details first. Moreover, like the others it didn't find the

cheapest flight for me I had to search for myself which was time consuming. In the careers section the language used wasn't clear. When I was searching for careers there weren't any headings for graduates. But there were professional jobs; such as: pilots and cabin crew etc. When I clicked onto certain jobs there weren't any available more just introducing the jobs. Also, the font used was very small on headings." – Magnification user

"It was wonderfully simple to get to book a flight. I like the fact that I felt certain I understand flight details and prices before being bombarded with the extras. No unnecessary scrolling down the page until this point. However, there is no mention of graduate jobs that I could see and this made me uneasy applying. I am sure that the featured careers must require applicants to be graduates but Ryanair doesn't seem to be interested in advertising this." - Fine motor control difficulties user

"I think I went into the Irish peat bog on this one. My system just froze whilst trying to enter my departure airport on the home page. Not sure if my screen reader is responsible for this but I doubt it. Yet another site in which it's easier to find a job than to book a flight." – Blind user

7.9 Saga

User comments

"I found it confusing because as I got to the end it didn't allow me to choose the option of 14 nights. It only came up with 9, 16 or 23. What am I doing wrong?" – Magnification user

"I did find it strange that the job results list doesn't mention the location until you enter the pages of each individual vacancy. It would be helpful if the search results included this information in the first instance." – British Sign Language (BSL) user

"I could not see what link was active so it was impossible to tab around the page to make any choices. Making active links visible (where the mouse is) is essential to navigate the page in any way." - Keyboard only user

7.10 Sta Travel

User comments

"This site isn't structured in a way that I can use with my screen reading software. Some of the fields didn't seem to accept data, or if they did, nothing useful was done with it." – Blind user

"I like that there are yellow boxes that I can click on to verify my request." –

Magnification user

“I was a little thrown by how the booking appeared to be over different stages (and therefore different pages), but turned out to be on the same page, with only the need to scroll down. Overall, not so keen on this website as it just has a rather scattered feel to it. Also the first page you arrive at after clicking ‘work for us’, appears rather cluttered and not so visually appealing.” – BSL user

“The tab key seemed to do nothing whatsoever on this site. it was impossible to see where the active link was.” - Keyboard only user

7.11 Thomas Cook

User comments

“This site was a bit slow and kept reloading every time I selected something. This is good, interactive stuff, but definitely slowed me down using a screen reader. I also found no means of actually booking this holiday – I was told my search had found one result, I kept being invited to search, rather than book. Perhaps, for blind users, this is a holiday search and dream site rather than a holiday reality one? It seemed easier to find a job than to book a holiday, is that right?” – Blind user

“It was very clear and easy to use. Although it had multimedia in the background it didn’t interfere with the writing. I found it clear and not cluttered (very structured).” – Magnification user

“This is my favourite website so far. I very much appreciate the clean and clear design, smooth and seamless process, and the way the information is laid out. I also didn’t mind the waiting/loading page (perhaps because there was no clock!), and left with a positive impression overall. However, the job search results page does differ in appearance from all the previous stages, and it would be better if this was more uniform across the whole site.” – BSL user

“It was clear where the links were because they were highlighted in light blue. I managed to get to the date calendar, but here I got stuck – it did not respond to any keyboard commands. I couldn’t go any further.” - Keyboard only user

7.12 Virgin Atlantic

User comments

“After I sorted out the tickets I assumed the continue button would be at the bottom of the page. However, I found it eventually near the right column called ‘next step’. When you use magnification it is always good if things are where you would guess

them to be.” – Magnification user

“The search facility ignored some of the fields I explicitly filled in. I asked for dates in May and was only told about April. Something’s not right here.” – Blind user

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