WEB ACCESSIBILITY STATEMENT

High Hampton seeks to make www.highhampton.com (our "Website") fully accessible to everyone. We value every person who visits our Website. Your ability to access our information, to purchase our products, and to use our services, is vital to our success. Accessibility is critical to our philosophy of inclusivity, and to making our goods and services available to the maximum number of customers. We are proud of the work that we have done, and are doing, to make this Website as accessible as our resources and technology permit.

We recognize disability is a spectrum that touches many people at some point in their lives, whether permanently or temporarily, and we continuously make reasonable efforts to accommodate all customers. Disabilities are varied and not all customer disabilities can be known, and it is not possible for any company to always anticipate every need; but in order to prioritize access for as many people as reasonably possible, we have retained experts in digital accessibility to assist us in making the Website as accessible as we can, and we have formed relationships with American with Disability Act (ADA) experts to keep pace with the evolving accessibility landscape.

Our goal is to remain vigilant, adaptable, and proactive in our approach to inclusive design and accessibility. We strive to create a digital ecosystem where dignity, independence, and ease of use combine to create a Website that is as accessible as reasonably possible for as many visitors with disabilities as possible.

OUR STATUS AND STANDARDS

To create access in the most inclusive way possible, we have made best efforts to follow the latest iteration of the Web Content Accessibility Guidelines (WCAG) on our Website, by retaining IT professionals who understand these guidelines. These WCAG guidelines are organized around four core principles, which we seek to implement, including that our Website be perceivable, operable, understandable, and robust, so that it can be used effectively by the largest number of visitors possible. In addition to our considerable efforts to be ADA compliant and accessible to as many customers as possible, there is also accessibility assistance available on most web browsers.

THIRD PARTY INTEGRATIONS

We may have links to third-party websites, which lead to websites and webpages belonging to other companies that we do not control. Likewise, from time to time, our Website may use third-party tools or plugins (e.g., social media feeds, mapping tools, or chat widgets) that we do not control. These third-party plugins and websites may or may not be fully accessible, and their compliance efforts are beyond our control. You should rely on third party accessibility statements for further guidance regarding their own specific efforts and ADA compliance.

USER-GENERATED CONTENT

From time to time, portions of our site may allow users to upload content or post comments. We cannot guarantee the accessibility of content generated by third-party users; however, we strongly encourage that only accessible content ever be posted online.

ACCOMMODATIONS AND ALTERNATIVE FORMATS

If you are unable to access specific content on our Website due to a disability, we are happy to provide that information in an alternative format that works for you. Please contact us using the methods listed below to request:

- Accessible PDFs
- Large print documents
- Braille transcripts
- Audio recordings of text content
- Text transcripts of audio content

We will make every reasonable effort to provide these alternative formats to you as quickly as possible, free of charge.

LEGAL AND REGULATORY COMPLIANCE

Our commitment to accessibility is guided by moral and ethical principles, but we are also aware of our legal obligations. We constantly work to comply with all applicable laws and regulations regarding digital accessibility, including the Americans with Disabilities Act (ADA) and the European Accessibility Act (EAA). We monitor the accessibility landscape closely to ensure that our policies and practices remain current with evolving accessibility tools and techniques, to the greatest extent reasonably practicable.

FEEDBACK MECHANISM AND CONTACT INFORMATION

Your feedback is the catalyst for our improvement. We appreciate when visitors help us identify any barriers we may have missed. We also rely on visitors to let us know about their individual accessibility needs. If you encounter any difficulty accessing any part of our Website, or if you have suggestions on how we can improve the accessibility of this Website for yourself or others, please contact us.

HOW TO CONTACT US

Email: hh-it-support@highhampton.com
(Please include “Accessibility Issue” in the subject line.)
Phone: +1 828.547.0662

If you contact us accessibility issues, we will take your privacy very seriously. You are not required to provide us with your name, phone number, email address (unless you email us, in which case you will have provided it), physical address, or any personal information, including no information about the nature of your disability, and no information about why you were on our Website, or which goods or services, if any, you were interested in.

If possible, we do request that you provide the following information as part of any accessibility-related issue that you report to us, so that we can resolve your issue as quickly as possible:

URL: The web address of the page where you encountered the issue.
Description: A description of the problem.
Device/Browser: What computer or mobile device were you using? Which browser (Chrome, Firefox, Safari, etc.)?
Assistive Technology: If applicable, which assistive technology were you using (e.g., JAWS screen reader, Dragon voice dictation)?

RESPONSE TIMELINE

We are committed to acknowledging receipt of your feedback within **2 business days**. Our goal is to provide an assessment of the issue and a timeline for resolution as quickly as possible under the circumstances, depending on the nature of the issue and our findings.

COMMITMENT TO ACCESSIBILITY

Accessibility expands our customer base and is critically important to us. We are committed to creating as much accessibility on our Website as possible for a company of our size and with our resources. If you believe there is anything that we can do to further ensure accessibility, please contact us to let us know.

More information on the purpose on this Web Accessibility Statement can be found here.
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