

Accessibility Statement

Lotus Bakeries is committed to ensuring our services are accessible to all users, including people with disabilities. This accessibility statement explains how our service meets the requirements of the European Accessibility Act (EAA) and the applicable accessibility standards. It also describes any known limitations and how users can provide feedback. This accessibility statement is provided in an accessible format.

1. Scope

This statement applies to content published on the following website/application in scope of the EAA: <https://tml.biscoff.com/>.

This website/application is managed by Lotus Bakeries and is designed to offer consumers the chance to win exclusive Tomorrowland Belgium 2026 festival packages by participating in an online gaming experience. Visitors select their country and language, play the "Inside the Cookie Factory" game — an immersive web-based experience in which they collect hidden cookies to restart a virtual Biscoff factory — and subsequently answer a knowledge and tiebreaker question to qualify for prizes. Winners are determined based on objective ranking criteria and notified by email after the contest period has ended.

2. Compliance status

This website/application is fully compliant with [technical standard EN 301 549 v.3.2.1](#) and the [Web Content Accessibility Guidelines \(WCAG\) 2.2 Level AA](#).

3. Accessibility features & measures

To ensure accessibility, Lotus Bakeries have taken the following measures:

- Conducted accessibility audits at design and development stages,
- Integrated accessibility requirements into the development process from the outset,
- Performed functional and accessibility testing across multiple browsers and devices,
- Tested with assistive technologies including screen readers (NVDA),
- Verified keyboard-only navigation throughout the full game flow,
- Reviewed and resolved all identified accessibility issues prior to launch,
- Accessibility testing documentation is available upon request.

4. Technical specifications

This website/application relies on the following technologies for conformance with WCAG 2.2 AA:

- HTML,

- CSS,
- JavaScript,
- WAI-ARIA.

5. Browsers and assistive technologies tested

Browser	Assistive Technology	Platform
Chrome	NVDA	Windows
Firefox	NVDA	Windows
Edge	NVDA	Windows

6. Non-accessible content & limitations

Following accessibility testing and remediation, all identified issues have been resolved. We are not currently aware of any outstanding accessibility limitations.

7. Feedback & contact information

If you encounter accessibility barriers, please let us know via our [contact form](#) (please select category Shareholder Services/Legal). We will respond to your feedback in a reasonable timeframe.

If you are not satisfied with our response, you may lodge a complaint with the competent national authority responsible for the enforcement of accessibility requirements under the EAA in your country of residence.

8. Preparation and review of the statement

This statement was prepared on 15/04/2026. The statement is based on a review of the website/app by an accessibility expert appointed by our website/app provider, using a combination of manual and automated testing. Compliance will be reviewed on a regular basis and this statement shall remain available as long as the website/app is in operation.