

Accessibility information

As of: 2 October 2026

On this page, you will find out what the “Nhas City Chicken” app, the order portal at citychickennhas.de/bestellen and the website citychickennhas.de offer, how a booking works and how the app, the order portal and the website meet the legal accessibility requirements. Nhas Food 1993 GmbH provides this information under § 14 of the German Accessibility Strengthening Act (Barrierefreiheitsstärkungsgesetz, BFSG) as the operator of the app, the order portal and the website and at the same time on behalf of the companies that run the restaurants that can be booked. “We” means Nhas Food 1993 GmbH on this page.

A service is accessible if people with disabilities can find, access and use it in the usual way, without particular difficulty and, as a rule, without help from others (§ 3 Abs. 1 BFSG). According to our self-assessment, the app, the order portal and the website are not yet fully accessible. The limitations we know of and how you can work around them are set out in section 6; you can get help in the ways described in section 7.

You can find this page at citychickennhas.de/en/barrierefreiheit and at the bottom of every page of the website and the order portal under “Accessibility”. It is available in German and English.

1. Who provides this information

1.1 Operator of the app, the order portal and the website

The app, the order portal and the website are operated by Nhas Food 1993 GmbH, Südwestkorso 14, 12161 Berlin. You can reach us by e-mail at media@citychicken-nhas.de. All other details about us are set out in the [legal notice](#).

1.2 Operating companies of the restaurants

Each “City Chicken” restaurant is run by its own company, the operating company. When you book a visit, it is your contracting party; we conclude the booking in its name. The restaurant in Cologne, Breite Straße 29, 50667 Köln, is run by MOG Gastro GmbH, Torstraße 125, 10119 Berlin. You can find all operating companies and their contact details in the [legal notice](#).

1.3 What this page covers

This page applies to the “Nhas City Chicken” app for iOS and Android, to the order portal at citychickennhas.de/bestellen and to the website citychickennhas.de, from which you reach the order portal. It also applies to the e-mails and text messages you receive about your customer account and your bookings and to our legal texts, including their PDF versions. It does not cover orders from other “City Chicken” restaurants for which the website forwards you to the ordering system of another provider, or the restaurant premises (section 5.11).

2. What the app and the order portal offer

2.1 At a glance

With the “Nhas City Chicken” app or in the order portal, you book a visit to a “City Chicken” restaurant. You choose the number of people and a time slot, pre-order your food and drinks and pay in advance. You then receive a QR ticket with a booking code. You use it to check in at the restaurant and eat there; collection and delivery are not available this way. The app and the order portal use the same customer

account. The app and the order portal show you which restaurants you can book; at present, this is the restaurant in Cologne.

2.2 Other functions

In the app, you can also see the restaurants with their addresses and opening hours, on a map if you wish, and you can write to us via “Feedback”. If you switch on notifications, the app informs you about your bookings. In the order portal, you find your tickets and earlier orders under “Orders” and your customer account under “Profile”. On the website, we provide information about our restaurants and what we offer; from there, you reach the order portal via “Order now” or via the account icon in the header.

2.3 What you need

For the app, you need an iPhone with iOS 15.1 or later or an Android smartphone with Android 7.0 or later. For the order portal, you need an up-to-date browser in which JavaScript is switched on and which allows technically necessary cookies, because the order portal stores your login in a cookie. You also need an e-mail address, a mobile number and a means of payment that you can use in the app or the order portal. The app and the order portal are free of charge; you only pay for what you order. You can use them from the age of 13.

2.4 Languages

The app is available in German and English. You can use the website and the order portal in German, English, Arabic, French, Spanish, Italian, Dutch, Turkish, Polish and Chinese. The menu, the restaurant details and the legal texts are only available in German and English; if you choose another language in the order portal, you see them in English. This information is available in German and English.

3. How a booking works

3.1 Customer account and login

To book, you need a customer account, which you create in the app or in the order portal. When you register, you confirm your e-mail address with a code that you receive by e-mail and your mobile number with a code by text message. There is no password. Each time you log in later, you enter your e-mail address and receive a code by text message. If a code does not arrive or has expired, you request a new one.

3.2 Choosing and reserving a time slot

You choose how many people are coming, on which day and at what time. The number of seats still free in a time slot is shown as a number next to it. Before you reserve, the app and the order portal tell you the minimum order value, the order limits for your number of people and how long the reservation lasts. With “Reserve time slot”, the operating company keeps the seats free for you while you order; the remaining time is shown to you. The reservation is not yet a booking. If it expires, you choose a time slot again; the food and drinks in your cart remain.

3.3 Choosing food and drinks

In the menu, you open a dish or drink and see its description, its price, the allergens, where the restaurant has entered them, and the options you can choose. With “Add”, you put the item in your cart. In the order portal, the menu also links to an overview of allergens and additives as a PDF. Some dishes show short videos without sound. In your cart, you change quantities, remove items and can add a note for the kitchen. Information about allergies or your health does not belong in the note; please mention it directly at check-in.

3.4 Checkout and payment

Before you pay, the checkout shows you your time slot with the check-in times, the cancellation deadline, what you get back if you cancel, your order and the total price. You confirm the rules on cancellation and check-in with a tick. You pay in advance via the payment service provider Stripe; the app and the order portal tell you which payment methods you can use before you order. With “Order and pay”, you place a binding order. In the app, Stripe’s payment window then opens; in the order portal, you choose the payment method beforehand in Stripe’s payment field, which is embedded in the checkout. Your bank may ask you to confirm the payment additionally, for example in its app. If you choose Klarna, you pay on a Klarna page and then return. If something is still missing, such as the tick or the minimum order value, a note below the button tells you what to do.

3.5 Ticket and check-in

Once your payment is confirmed, the app and the order portal show you your QR ticket with your six-digit booking code. You also receive a booking confirmation by e-mail with the booking code and the Terms and Conditions as a PDF. In the order portal, you find your tickets under “Orders”; there you can show the ticket in full screen, and your screen stays on while it is open. At the restaurant entrance, you show your QR ticket or tell the staff your booking code; instead of saying it, you can also show it on your screen. You can do this during the check-in times that the app and the order portal tell you before you order.

3.6 Cancellation and refund

If you cannot come, you cancel your booking in the app or in the order portal with “Cancel booking” while the deadline you were given before ordering is still running. After that, or after a missed check-in, you request your refund with “Request refund”. What happens to your money is governed by clause 8 of the Terms and Conditions. The operating company answers questions about your booking; its contact details are in the legal notice.

4. Which requirements apply

4.1 Legal basis

The app and the order portal are services in electronic commerce within the meaning of the BFSG, because you use them to conclude a contract for your visit to a restaurant. The same applies to the website insofar as it leads you to a booking. They must therefore meet the requirements of the BFSG and of the Ordinance on the Accessibility Strengthening Act (Verordnung zum Barrierefreiheitsstärkungsgesetz, BFSGV). We are responsible for this and, for the bookings in their restaurants, so are the operating companies.

4.2 What is required

Above all, the BFSGV requires the following:

- The app, the order portal and the website must be perceivable, operable, understandable and robust (§ 12 Nr. 3 BFSGV).
- Login, security functions and payment must also be perceivable, operable, understandable and robust (§ 19 Nr. 2 and 3 BFSGV).
- Information on how the service works must be findable and understandable, perceivable through more than one sense, for example by reading it or having it read aloud, and available as text that you can convert into other formats (§ 12 Nr. 2 BFSGV).
- Anyone who helps you with questions must also give you information about accessibility and about use with assistive technologies, through accessible channels (§ 12 Nr. 4 BFSGV).

- If an operating company provides information on the accessibility of its offer, we must make it available to you (§ 19 Nr. 1 BFGSV).
- There must be ways of operation that work without vision or with limited vision, without hearing and without speech, that require neither the ability to distinguish colours nor fine motor control, that help people with cognitive limitations and that protect your privacy when you use accessibility features (§ 21 BFGSV).

4.3 Technical standard

How these requirements are to be implemented technically is described in the European standard EN 301 549. For the website and the order portal, its chapter 9 applies, which adopts the level A and AA success criteria of the Web Content Accessibility Guidelines (WCAG) 2.1; for the app, its chapter 11 applies. We base our assessment on version V3.2.1 of the standard.

5. How the app, the order portal and the website meet the requirements

5.1 Basis of this information

This information is based on a self-assessment by Nhas Food 1993 GmbH against EN 301 549 (chapter 9 for the website and the order portal, chapter 11 for the app). A review by an independent testing body is planned; we will publish its result here. For the self-assessment, we reviewed the program code of the app, the order portal and the website; tests with assistive technologies such as screen readers are part of the planned review. Sections 5.2 to 5.10 describe what has already been implemented according to our self-assessment; what is still missing is set out in section 6.

5.2 If you are blind or have low vision

Screen readers read content aloud to you, for example VoiceOver on the iPhone and TalkBack on Android. In the order portal, according to our self-assessment, the following applies: every page states its language, and a “Skip to content” link takes you past the header. Content that appears in English although you chose another language, such as the menu, is marked up as English, and the items of your order, which appear in German, are marked up as German, so that screen readers pronounce them correctly. The step display is marked up as navigation and announces completed steps as done. You choose the number of people, the day and the time with radio buttons whose state screen readers announce. Input fields are labelled, and error messages are announced immediately. The QR ticket is labelled as a QR code for the entrance; the order portal shows your booking code as text, and screen readers read it out character by character. Screen readers skip the photos of the dishes, because the name and description are next to them as text; the videos are hidden from screen readers. How many seats are free and how long your reservation still lasts is given as text and not only through colours.

According to our self-assessment, every page of the website also states its language and has a “Skip to content” link. In the app, the text generally grows with the font size of your smartphone, and you can see the restaurants with their addresses as a list without the map. Use of the app with screen readers is still limited; the details and the exceptions regarding font size are set out in section 6.7.

5.3 If you are deaf or hard of hearing

According to our self-assessment, you do not need to hear anything to make a booking. You receive codes by text message or e-mail, the videos in the menu have no sound, and you can send us questions in writing (section 7).

5.4 If you cannot or do not want to speak

You never have to speak in the app or the order portal. At check-in, you can show your QR ticket or your booking code on your screen instead of saying anything. You can also reach us and the operating companies in writing.

5.5 If you have limited use of your hands

For use with a keyboard, the order portal uses, according to our self-assessment, standard controls with a visible focus outline. There, dialogs take the focus when they open and return it to where you came from when they close. The “Order and pay” button there remains reachable even if something is still missing, and tells you what is missing. In the order portal, you do not have to type the login code: you can paste it, and your device can suggest it from the text message. In the app, use with voice control, switch control or an external keyboard is still limited, because some buttons have no name (section 6.7).

5.6 Time to order

The reservation of your time slot only lasts for a limited time (section 3.2). In the order portal, you see the remaining time at the top of the page. In the last two minutes, the display is highlighted in colour, and screen readers announce how much time is left two minutes and one minute before the end and announce when the reservation has expired. When you send your order, the reservation is extended by a few minutes so that you can complete the payment. Shortly before it expires, the order portal asks whether you need more time; with “More time”, you extend it again by the full duration, and you can do this as often as you like. Screen readers announce this question, and you can also reach the button with the keyboard. In the app, you cannot extend the reservation yourself yet (section 6.1). The login codes are also only valid for a short time; however, you can request a new one after a short wait.

5.7 Understanding and orientation

The app and the order portal use the same names for the same steps, for example “Reserve time slot”, “Add”, “Order and pay”, “Cancel booking” and “Request refund”. In the order portal, the step display on the booking pages shows where you are: “Time slot”, “Menu” or “Checkout”. Notes tell you what is still missing, for example the tick or the minimum order value. In the order portal, you pause the videos in the menu with “Pause videos”; your browser remembers this choice. If you have switched on the setting to reduce motion on your device, the videos in the app and the order portal do not start by themselves, and in the order portal dialogs open without animation.

5.8 Login, security and payment

You do not need a password to log in, only codes that you receive by text message or e-mail (section 3.1). The payment window in the app and the payment field in the order portal are provided by the payment service provider Stripe; in the order portal, the payment methods are listed there one below the other, each with a radio button. Klarna’s page and your bank’s windows in which you confirm a payment are provided by these providers (section 6.4).

5.9 Privacy

You switch on accessibility features such as screen readers, larger text or reduced motion in the settings of your device or browser. You do not have to tell us whether you use any of these features or which ones. The app and the order portal only evaluate on your device whether you have set reduced motion.

5.10 Information, legal texts and messages

According to our self-assessment, the legal texts on our website have a link to skip the navigation, a table of contents and a heading for each section, and their text is marked up with its language. The booking confirmation by e-mail shows your booking code as text and also contains a plain-text version. The Terms

and Conditions attached to it are a PDF in which headings, paragraphs, lists and links are marked up and which states its language.

5.11 Accessibility in the restaurant

This page concerns the app, the order portal and the website, not the restaurant premises. Questions about access to a restaurant, for example about steps at the entrance or an accessible toilet, are answered by the restaurant's operating company; you can find its contact details in the [legal notice](#).

5.12 Updates to this page

If the app, the order portal or the website change in a way that makes information on this page incorrect, or once the result of the review is available, we update this page and change the date under "Last updated".

6. Known limitations

We know of the following limitations from our self-assessment. We are working on fixing them and will then update this page. Each limitation describes how you can work around it; if you still cannot get any further, section 6.8 will help you.

6.1 Time limit of the reservation in the app

You can extend the reservation in the order portal (section 5.6). In the app, it cannot be extended yet. There, it lasts for the time shown to you before you reserve; only when you send your order is it extended by a few minutes for the payment. If it expires, you reserve a time slot again; your food and drinks stay in your cart, so you can continue ordering straight away. If you need more time, you can book in the order portal with the same customer account. In the app, this does not yet meet WCAG success criterion 2.2.1 (Timing Adjustable).

6.2 Language of individual content

In the order portal, content that appears in a language other than the one you chose is marked up with its language according to our self-assessment (section 5.2). Not yet marked up are the names of dishes and options that appear in the labels of buttons for screen readers, and one announcement in the dialog of a dish; screen readers read these words with the pronunciation of the language you chose. On pages of the website in languages other than English, individual English expressions such as "Premium Grilled Chicken" are also not marked up as English. To that extent, this does not yet meet WCAG success criterion 3.1.2 (Language of Parts).

6.3 Arabic interface

The Arabic interface of the website and the order portal is not mirrored: navigation, lists and buttons are arranged from left to right as in the German interface. This can make reading harder, especially where Arabic text is mixed with numbers, times or prices. If it is easier for you, use the German or English interface; if you have questions, we will help you (section 7).

6.4 Pages of Klarna and your bank

If you choose Klarna in the app or the order portal, you pay on a page provided by Klarna. If you confirm a payment with your bank, for example in a window or in its app, your bank provides this view. We have no influence on the accessibility of these pages. If you cannot use them, pay with another payment method, for example Apple Pay or Google Pay if your device offers it.

6.5 Overview of allergens and additives

The overview of allergens and additives that the order portal links to is a PDF file in which headings and tables are not marked up and which does not state its language. Screen readers can read its text aloud but cannot render it as headings and tables. You can also see the allergens of a dish as text with the dish, where the restaurant has entered them; the operating company answers questions about allergies and additives. This does not yet meet WCAG success criteria 1.3.1 (Info and Relationships) and 3.1.1 (Language of Page).

6.6 Moving text bands on the website

On the home page and on some other pages of the website, text bands move by themselves. They cannot be paused there. If you have switched on the setting to reduce motion on your device, they stand still. There are no such text bands in the order portal. This does not yet meet WCAG success criterion 2.2.2 (Pause, Stop, Hide).

6.7 Other limitations of the app

We also know of these limitations in the app:

- Some buttons have no name that screen readers can read out and voice control can recognise, for example the back button and the buttons for more or less quantity; others are not announced as buttons.
- The tick boxes at registration and at checkout are not announced as checkboxes with their state, and when you choose the number of people and the day, the app does not announce what is selected.
- Some notes, for example why you cannot pay yet, are not announced automatically by screen readers.
- The field for the note in the cart is labelled for screen readers only with its placeholder text.
- Some large headings, for example the greeting on the home screen and the header of the profile, do not grow with the font size of your smartphone. With large text, some texts are shortened, for example long product names, and the title of the cart and the “Checkout” and “Add” buttons are made smaller again.
- The videos in the menu play by themselves and cannot be paused in the app. If you have switched on the setting to reduce motion on your smartphone, the app only shows still images.
- The German interface contains some English expressions such as “Coming soon”, “Most Wanted” and “Sauce it up”. In the German order details, a booking that was not redeemed is called “Not redeemed”, and the back button when choosing the time slot is called “Zurück” for screen readers even in the English interface.

These points do not yet meet WCAG success criteria 1.1.1, 1.3.1, 1.4.4, 2.2.2, 3.3.2, 4.1.2 and 4.1.3, which chapter 11 of EN 301 549 applies to software.

6.8 If you cannot get any further

If one of these limitations stops you from getting any further in the app, you can use the same customer account in the order portal to book, view your tickets, cancel and request your refund; you can also use the order portal in your smartphone’s browser. In all other cases, we will help you in the ways described in section 7.

7. Reporting barriers and getting help

7.1 How to reach us

If you have a question about accessibility or have come across a barrier, you can reach us in these ways:

- You write an e-mail to media@citychicken-nhas.de.
- You use the [contact form](#) on our website.
- You use “Feedback” in your profile in the app.
- You write a letter to Nhas Food 1993 GmbH, Südwestkorso 14, 12161 Berlin, Germany.

7.2 What your message should contain

Please describe where the barrier occurs and what does not work. It also helps to know your device, the version of its operating system, your browser or the version of the app and the assistive technology you use, for example a screen reader. If you write by e-mail, you can attach a screenshot. You do not have to give any information about a disability or your health.

7.3 Reply

We reply to you by e-mail or, if you wish, in another way, for example by letter. If your message concerns a booking, we pass it on to the operating company so that it can help you.

7.4 Help if a booking does not work

If you cannot complete a booking because of a barrier, please contact us in one of the ways in section 7.1. We will then look for a solution together with the operating company.

7.5 This information in another form

On request, we will send you this information as plain text by e-mail.

7.6 Data protection

How the information in your message is handled is explained in the [Privacy Policy for your customer account](#), [the app and online ordering](#) and in the [Website Privacy Policy](#).

8. Market surveillance authority

8.1 Competent authority

The competent market surveillance authority is the Marktüberwachungsstelle der Länder für die Barrierefreiheit von Produkten und Dienstleistungen (MLBF AöR), the joint market surveillance body of the German federal states for the accessibility of products and services, Carl-Miller-Straße 6, 39112 Magdeburg, Germany. You can reach it by e-mail at kontakt@mlbf-barrierefrei.de, by phone at [+49 391 289 230 23](tel:+4939128923023) and via its website www.mlbf-barrierefrei.de.

8.2 Reports and applications to the authority

The MLBF monitors whether services such as the app and the order portal are accessible. You can report a barrier to it. If you cannot use the app or the order portal, or can only use them to a limited extent, because of a barrier, you can also apply to the MLBF to open proceedings (§ 32 BFSG). A recognised association of people with disabilities or a qualified consumer association can also make this application for you. You can find the [form for reporting barriers](#) and the [application form](#) on the MLBF website, which is in German; it also offers information in [easy-to-read German](#).