

E-scooter Q & A

Who can use a Ginger e-scooter?

You must be aged 16 or over and hold a provisional or full driving licence. The first time you ride, you need to photograph your licence, and submit a selfie with it, to verify it is yours. Those aged 16 or 17 are required to complete the Ginger Train online e-scooter training course before they can ride.

How do I hire a Ginger e-scooter?

Rides can be hired via the Ginger Shared Transport app. You can download the app to your smart phone from either the [App Store](#) or [Google Play](#). E-scooters can be found at parking bays shown on [the map](#).

What are the costs?

It's £2 per 20 mins to ride and 50p per 10 mins to pause. Ginger also offers a free rides programme called 'Ride for Heroes' for NHS, Emergency Service workers and the Armed Forces which is available until 21st June 2021. The programme offers two free rides per day.

Where can the Ginger e-scooters be used?

The [trial zone](#), which is also visible on the Ginger app, covers residential areas and key commuter routes within Great Yarmouth, Gorleston and Bradwell, as well as both seafronts and other key employment areas, including the James Paget University Hospital, Northgate Hospital, Harfreys and Gapton Hall industrial estates and South Denes.

E-scooters can be ridden on roads and cycle paths within the trial area – anywhere bicycles can be legally used – though there are a number of zones where users will have to dismount due to safety, including the A47 bypass, Haven Bridge and Gorleston High Street. To further support safety, riders are advised to stick to roads with a speed limit of 20mph or 30mph.

What is the maximum speed of a Ginger e-scooter?

The national speed limit for an e-scooter is 15.5mph, however Ginger has taken that speed down a bit to 12mph to support safety. There are also "slow zones", including one at the Market Place, which guarantees the scooters automatically slow to walking speed.

How do I park my Ginger e-scooter?

You can see on the app's map several parking areas where you can leave your scooter safely when you have finished riding. These are the blue circles with the giant 'p' inside them. Park up in one of these areas. Push your scooter's kickstand out to keep it from toppling. Then tap "end ride".

What is the law on e-scooters?

E-scooters are classed as motor vehicles under the Road Traffic Act. Only the authorised "Ginger"-branded scooters are part of the official trial; the use of other e-scooters remains illegal in public places. E-scooters must not be ridden on pavements. The Road Traffic Act provides powers to police to stop users of e-scooters for offences such as drug and drink driving as well as careless or dangerous driving.

It is important that users stick to the roads and cycle paths. Police will look to engage and educate any e-scooter users who break the rules and who could face a fine or penalty points if found to be repeat offenders.

Do I have to wear a helmet?

Wearing a helmet is advised.

Scooter safety during Covid-19

Ginger regularly cleans all its e-scooters, focusing on the upper mast, handlebars and other contact areas. However, everyone is asked to clean the handlebars before and after riding. Please maintain 2 metres (6 feet) from everyone else while riding. Everyone is encouraged to wear gloves whilst using the e-scooter.

What should I do if there's an accident?

As soon as reasonably possible after any accident you should call Ginger's insurance company on **01908 302 023** – or let them know through the app.

If any third parties are involved, then you should **NOT RIDE AWAY**. You should stop if any property has been damaged or if anyone is injured and provide your name and address and insurance details to anyone who needs it. The insurance details you need are simply that you're riding a Ginger scooter, the insurance company is **Zego** and that their telephone number is **01908 302 023**. Similarly, you should ask any other third party who is involved for a name, address, and insurance details.

What do I do if my e-scooter stops working correctly?

If the scooter has been damaged and feels unsafe to ride, stop riding immediately and walk the scooter to the nearest parking area, indicated by a BLUE circle with a giant 'P' on the map. Let Ginger know via the app by clicking SUPPORT, '+', and send them a ticket.

How do I ride an e-scooter safely?

You can visit the [Ginger website](#) to learn how to [safely ride](#) an e-scooter.

How can I report e-scooter misuse?

Ginger logs all reports of e-scooter misuse and operates a three-strike policy, with a one-strike policy in place for serious circumstances. If you are witness to someone using an e-scooter irresponsibly, please report it to Ginger at info@ginger.town and provide the date, time and location of the incident. If there is a serious risk to health and safety, please report it to Norfolk Police as well.