

NEURON MOBILITY

RIDING RULES, RED DEER, LACOMBE AND SYLVAN LAKE (THE "REGION")

Last updated 25 April 2023

Neuron sets localised Riding Rules to protect the safety of our Users and the general public. It is important to familiarise yourself with these Rules every time you ride. Failure to comply with these Riding Rules can result in imposition of a fee or suspension or termination of your account.

1. RESPONSIBLE RIDING

1.1 To ride our scooters you must:

- 1.1.1 be at least 16 years of age and, if under 18 or the age of majority in your province, have the consent of a parent or legal guardian;
- 1.1.2 be in good health;
- 1.1.3 not be under the influence of alcohol, controlled substances, drugs, medication, or any other substance that may impair your ability to operate the scooter safely and in a manner that is considerate to pedestrians, cyclists and all other road and sidewalk users;
- 1.1.4 not have any existing physical, mental, medical or other condition that may impair your ability to safely operate the scooters;
- 1.1.5 consider carefully our very strong advice to wear an approved bicycle helmet that is securely fitted at all times (unless an exemption has been granted by an appropriate authority for medical or religious reasons);
- 1.1.6 wear other safety equipment as appropriate, including but not limited to covered footwear;
- 1.1.7 be the only rider (never allow someone else to ride your scooter);
- 1.1.8 not carry passengers, including but not limited to other adults, children, infants (in baby carriers or otherwise), animals including pets and service animals etc.;
- 1.1.9 not be carrying items weighing more than 10kg in total;
- 1.1.10 keep under the scooter's weight limit of 140kg (total weight, i.e. rider and cargo);
- 1.1.11 not use any phone, tablet, laptop, smartwatch, music player, or mobile electronic device while riding;
- 1.1.12 not use any device that may distract the user from safely operating the scooter;

- 1.1.13 not use headphones, earphones, earbuds, a headset, or other listening device while riding, or otherwise impede your ability to observe and pay attention to your surroundings;
- 1.1.14 not ride in adverse weather conditions, including but not limited to heavy rain, lightning storms, monsoons, windy conditions, typhoons, hurricanes, cyclones, tropical storms, flooding, storm surges, haze, fog, smog, dust storms, reduced visibility conditions, hail, heavy snow, and icy conditions;
- 1.1.15 not use the scooter for racing, tricks, stunts, or in any other manner other than for personal transport; and
- 1.1.16 abide by all applicable traffic rules, and any other relevant laws and regulations (federal, provincial, local or otherwise).

2. STARTING AND ENDING A TRIP

2.1 Before starting a trip:

- 2.1.1 inspect the scooter for defects;
- 2.1.2 test the brakes, both mechanical and electric;
- 2.1.3 test the lights;
- 2.1.4 test the horn;
- 2.1.5 test the throttle;
- 2.1.6 consider carefully the need to wear a helmet (whether provided by Neuron or otherwise) and other personal protective equipment as necessary and as mandated in your jurisdiction; and
- 2.1.7 ensure that you can adopt a comfortable riding position on the scooter.

Do not use the scooter if it does not pass the above tests, or is otherwise unsuitable for operation.

2.2 When ending a trip:

- 2.2.1 park the scooter in a safe and responsible way, having regard for other sidewalk users;
- 2.2.2 you may park on sidewalks and adjacent pathways in accordance with the rules in this document;
- 2.2.3 on the sidewalk, you are to park within the furniture zone (being the portion of the sidewalk adjacent to the roadway edge zone), provided that you do not park the scooter in such a manner that it interferes or obstructs in the sidewalk zone or edge zone at any time;
- 2.2.4 in the absence of a furniture zone, you must only park on the sidewalk in a way that both:

- a) does not impede pedestrians moving through the sidewalk zone to access any buildings; and
 - b) leaves at least 2 metres of sidewalk zone unobstructed for pedestrian movements.
- 2.2.5 do not park outside the service area or in any designated no-parking zones indicated in the Neuron app;
- 2.2.6 do not park the scooter in restricted public areas;
- 2.2.7 do not park the scooter on the street, the parking zone of roadways or the driving zone of roadways at any time;
- 2.2.8 do not park in a way that impedes vehicular traffic from moving on the roadway;
- 2.2.9 do not park on a pathway or within 1.0 metre of either side of a pathway;
- 2.2.10 do not park the scooter within or on:
 - a) loading zones;
 - b) accessible parking zones;
 - c) wheelchair, bicycle ramps or curb ramps;
 - d) bridges;
 - e) central median islands;
 - f) within 1.5 meters of an access to a garage or driveway;
 - g) street furniture that requires pedestrian access (benches, pay parking stations, bus shelters);
 - h) within shrub beds or within 0.5 metres of trees;
 - i) within city parking spaces; or
 - j) construction zones.
- 2.2.11 do not park the scooter in areas where it may cause an obstruction or hinder access, including to doorways, entrances, stairwells, emergency exits, fire hydrants, bus or train stations, or tactile ground surface indicators, etc.
- 2.2.12 do not park the scooter within restricted access private areas which will prevent other users from accessing the scooter (e.g. within a condominium compound, within a commercial property, within a school compound, inside a residential property);
- 2.2.13 do not park the scooter where doing so would be in breach of applicable traffic rules, and any other relevant laws and regulations (federal, provincial, local or otherwise);

- 2.2.14 deploy the kickstand and ensure the scooter is upright with all wheels in contact with the ground;
- 2.2.15 return the scooter in the same condition as when you started the trip, normal wear and tear permitting; and
- 2.2.16 If you used a helmet provided by Neuron for the trip:
 - a) for a scooter and helmet fitted with a helmet lock, return the helmet to the locking mechanism fitted to the scooter and make sure it is locked securely (if this is not done you may be charged a replacement fee when you end your trip); or
 - b) for a scooter and helmet not fitted with a helmet lock, clip the helmet to the scooter's handlebars using the helmet strap.

Red Deer

- 2.2.17 In Red Deer you may park in city parks, but NOT in City Hall Park.

3. DURING A TRIP

3.1 While riding in the Region:

- 3.1.1 always obey applicable laws, road rules and by-laws;
- 3.1.2 do not ride in a dangerous or reckless manner, stay vigilant and keep a lookout for hazards;
- 3.1.3 do not ride among pedestrians on busy sidewalks;
- 3.1.4 ride in a safe and respectful manner, and be considerate and watch out for others, especially pedestrians, and ride at a speed that does not put other road or path users at risk;

Red Deer

- 3.1.5 you may only ride on sidewalks and paved trails;
- 3.1.6 you must not ride on or in the roadway area, except in crosswalks;
- 3.1.7 in the absence of a sidewalk, paved trails or any permissible riding paths, you must dismount and walk the scooter;
- 3.1.8 you must not ride within or on:
 - a) roadways;
 - b) City Hall Park;

Sylvan Lake

- 3.1.9 you may only ride on sidewalks and paved multi-use pathways;
- 3.1.10 you must not ride on or in the roadway area, except in crosswalks;

3.1.11 in the absence of a sidewalk, paved multi-use pathways or any permissible riding paths, you must dismount and walk the scooter;

3.1.12 you must not ride within or on roadways.

Lacombe

3.1.13 you may ride on sidewalks, bike lanes, paved trails and roads with a posted speed of 50km/hr;

3.1.14 in the absence of the above, you must dismount and walk the scooter;

3.1.15 when riding a scooter on a road, you must ride as far right in the lane or shoulder as is reasonably practicable and safe.

3.1.16 you must not ride on busy sidewalks or roads with a posted speed limit of over 50km/hr.

General

3.1.17 you must not ride within or on:

- a) Transit vehicles (including Buses);
- b) inside transit terminals, parkades and/or bus zones (including Sorensen Station Transit Terminal)
- c) skate parks;
- d) school property;
- e) buildings; or
- f) outside municipal limits;

3.1.18 use the bell to alert others when passing;

3.1.19 remain in a standing position at all times;

3.1.20 comply with all applicable curfews and any other riding restrictions imposed by relevant authorities or by Neuron;

3.1.21 do not cause nuisance, distraction, or inconvenience to other road or path users;

3.1.22 stick to paved surfaces at all times—do not go on grass, broken ground or other soft surfaces;

3.1.23 if choosing between alternative routes always consider local conditions and choose a route that is safest for you and other sidewalk, pathway or roadway users;

3.1.24 travel at a safe speed and distance that allows you to stop safely to avoid colliding with a pedestrian or vehicle and comply with any low-speed zones that may be enforced where you are riding;

- 3.1.25 you must give way to both pedestrians and drivers of mobility devices (such as wheelchairs) at all times;
- 3.1.26 observe all relevant local speed limits, slow down if necessary;
- 3.1.27 keep a look out for traffic signs, and obey them;
- 3.1.28 do not ride past a personal mobility devices prohibited sign or enter an area where scooters (or personal mobility devices) are prohibited;
- 3.1.29 keep right of oncoming bicycles and other personal mobility devices;
- 3.1.30 ensure that you have adequate visibility at all times, and can be seen by others, use the on-board lights when necessary; and
- 3.1.31 stop riding immediately if the scooter malfunctions, the battery level is low, or the scooter cannot be ridden safely.

4. WHAT TO DO IF THERE IS AN ACCIDENT

- 4.1 Make sure you and any third parties involved are safe, then seek emergency assistance if required. In the event of an emergency, please follow the guidance on our app or the emergency page of our website.
- 4.2 The customer support team will ask a number of questions about the accident, such as when, where, and how it happened, and whether any third parties were involved.
- 4.3 If any third parties are involved, then you must NOT RIDE AWAY. You must stop if any property has been damaged or if anyone is injured and provide your name and address and any other relevant details to anyone who needs it.
- 4.4 Similarly, you should ask any other third party who is involved for a name, address, and any other relevant details.

5. OTHER RESTRICTIONS

- 5.1 Do not retain the scooter in your possession after a trip. This includes keeping the scooter within your property.
- 5.2 Do not fail to pay usage or other fees and charges as they become due.
- 5.3 Do not convey the scooter in a vehicle or otherwise transport the scooter other than by riding it.
- 5.4 Do not ride or transport the scooter outside of the designated riding areas.
- 5.5 Do not prevent or obstruct other users from using the scooter after completing a ride (e.g. by locking the scooter with an external device).
- 5.6 Do not modify, disassemble, remove components, or otherwise tamper with the scooter in any way.

- 5.7 Do not retain possession of personal protective equipment provided by Neuron, including helmets, after completing a ride. Attach these to the scooter for use by the next rider (see also 2.2 *When ending a trip*)
- 5.8 Do not use the scooter for commercial activities or purposes (e.g. courier, food delivery, promotional activities, rideshare) without Neuron's prior written consent.