Mobility Scooters — FAQs

Choosing and using a scooter with confidence

Great Britain: England, Scotland and Wales

A mobility scooter can make everyday journeys easier, but the right choice depends on your needs, where you will use it and how you will store and charge it.

Try a scooter before committing. Check that you can get on and off, steer, brake and use the controls comfortably.

Is there a Highway Code for mobility scooters?

Yes. The Highway Code has rules specifically for mobility scooters and powered wheelchairs. On roads, follow the relevant rules for vehicles; on pavements, follow the guidance for pedestrians.

Read the Highway Code rules for mobility scooters

Who can use a mobility scooter?

Normally, you must have difficulty walking because of an injury, physical disability or medical condition. Limited exceptions allow activities such as repairs, demonstrations and training a disabled user. You must be at least 14 to drive a class 3 scooter.

Do I need a driving licence or a test?

You do not need a driving licence or a compulsory driving test for a class 2 or class 3 scooter.

Ask the supplier to show you how to use it safely. If you are unsure about your vision, reactions or ability to control it, seek advice before using it.

Worth checking: Vehicles outside these classes have different rules, including a driving-licence requirement.

What is the difference between class 2 and class 3?

Ask the seller to confirm the class. Classification also depends on dimensions and weight, not speed alone. Faster, wider or heavier vehicles may fall outside both classes and cannot be used on pavements.

Class 2: Usually limited to 4 mph and intended mainly for pavements and pedestrian areas.

Class 3: Limited to 8 mph and equipped for road use as well as pavement use. It must be limited to 4 mph on pavements.

Worth checking: Check scooter classes on GOV.UK

Does my scooter need DVLA registration or vehicle tax?

A class 2 scooter does not need DVLA registration. A class 3 scooter does.

The dealer will usually register a new class 3 scooter, but confirm this rather than assuming it has been done. When buying used, check the registration and ownership paperwork.

Worth knowing: There is no vehicle tax to pay when registered as a mobility scooter. You do not need to display a tax disc.

Can I use a scooter on the road?

A class 3 scooter can use the road if it meets the required standards. These include suitable brakes, lights, reflectors, indicators, hazard warning signals, a rear-view mirror and a horn.

Class 2 users should use the pavement wherever available. If there is no pavement, the Highway Code advises caution on the road.

Do not use motorways, bus lanes or on-road cycle lanes. Separate cycle tracks can be used by class 2 and class 3 scooters.

Worth checking: Avoid dual carriageways with speed limits above 50 mph. If you use one, an amber flashing beacon is compulsory; it is recommended on other dual carriageways.

What are the pavement rules?

The maximum speed is 4 mph, and you should go more slowly when conditions require it.

Give pedestrians priority, leave plenty of space and take extra care around people who may not see or hear you approaching.

Use dropped kerbs where possible and follow the manufacturer's limits for kerbs and slopes.

Are there rules about parking?

Yes. Normal parking restrictions apply.

Do not leave your scooter where it blocks a pavement, doorway, crossing or access route. Leave enough room for wheelchair users, people with walking aids and pushchairs.

Worth checking: Check local signs and any rules set by the council, shopping centre or other premises.

Do I need insurance?

Insurance is not compulsory for class 2 or class 3 scooters, but it is recommended.

Compare cover for injury or damage to others, theft, accidental damage and breakdown assistance. Check exclusions and whether cover already exists under another policy.

Worth knowing: Vehicles outside class 2 and class 3 may have compulsory insurance requirements. Check the exact model with the supplier and DVLA. **Check registration and insurance rules**

Does my eyesight need to meet a particular standard?

For class 2 and class 3 scooters, GOV.UK says you should be able to read a car registration number from 12.3 metres.

This is not a full assessment of safe vision. If you have difficulty seeing obstacles, people or traffic, speak to an optometrist before using a scooter.

Action: Read the eyesight guidance

How much does a scooter cost to run?

Costs vary with the scooter, battery, electricity tariff and how often you use it.

Budget for charging, servicing, replacement batteries, tyres, repairs and any insurance. Ask the supplier for an estimate for the model you are considering rather than relying on a fixed "pence per charge" figure.

How long will the battery last?

There is no single reliable figure for battery lifespan or distance per charge.

Battery type, age, temperature, terrain, load and charging habits all matter. Ask about realistic range, replacement costs and the battery warranty.

Worth checking: Leave a margin rather than planning journeys at the advertised maximum range.

How should I charge and store it?

Follow the manufacturer's instructions for your particular battery and charger. Do not assume every scooter needs an eight-hour charge.

Use the supplied charger or a manufacturer-approved replacement. Store and charge the scooter where it will not block an escape route.

Worth checking: If you live in a flat, retirement development or shared building, check the storage and charging arrangements before buying.

How often does it need servicing?

Follow the manufacturer's service schedule and warranty conditions. Ask who will service the scooter and what is included.

If brakes, steering, tyres, controls or charging equipment appear faulty, stop using it and arrange a check rather than waiting for the next service.

How much do scooters cost, and where can I buy one?

Prices vary widely between portable, pavement and road-going models, and between new, used and refurbished scooters.

Compare the total cost, including delivery, accessories, batteries, servicing and warranty. If renting, check deposits, minimum terms, maintenance and cancellation arrangements.

Worth checking: Use an established supplier who can explain suitability and provide after-sales support. For used scooters, check battery condition, service history and spare-parts availability. If you are unsure contact PodSupport for suggestions.

Before you decide

1. **Check the scooter suits your usual journeys**

   Make sure it fits your storage space and can be charged safely where you live.

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2. **Check its size and the weight of any parts you must lift**

   If you need to transport it, confirm dimensions and whether you can safely manage any lifting required.

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3. **Try before you commit**

   Check that you can get on and off, steer, brake and use the controls comfortably before agreeing to purchase.

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4. **Ask the seller to confirm the class**

   Confirm whether it is class 2 or class 3, and check whether DVLA registration has been arranged for a new class 3 scooter.

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5. **Choose for your everyday needs**

   Choose for your everyday needs, rather than speed or appearance alone.

Where to find out more

These are the key official resources to help you understand the rules and your options.

GOV.UK mobility scooter guidance

Read the full guidance on using mobility scooters and powered wheelchairs in Great Britain, including rules on registration, insurance, road use and eyesight requirements.

Read the full GOV.UK mobility scooter guidance

The Highway Code

The Highway Code has rules specifically for mobility scooter and powered wheelchair users. On roads, follow the relevant rules for vehicles; on pavements, follow the guidance for pedestrians.

Read the Highway Code rules for mobility scooters

The supplier or manufacturer directly

Ask for a full explanation of what is covered under warranty, the service schedule, realistic battery range and any storage or charging requirements specific to the model you are considering.

Need some help?

Contact our PodSupport team if you're unsure where to start.

A final thought

A mobility scooter can make a real difference to everyday independence — but only if it is the right scooter for your needs, stored and charged safely, and used in line with the rules that apply.

Taking the time to work through these questions before committing can help you avoid unexpected costs, understand what is and is not covered and feel confident in your choice.

Try a scooter before committing. Check that you can get on and off, steer, brake and use the controls comfortably. Choose for your everyday needs, rather than speed or appearance alone.

General information for Great Britain. Northern Ireland has separate rules. Follow the manufacturer's instructions and seek individual advice where needed.

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