



Passport Frequently Asked Questions

1. What is Passport?

Passport is a program which allows Impact Hub members to travel to every Impact Hub within our global network and use the co-working space.

2. Do all Impact Hubs offer Passport?

Yes. Passport is a mandatory offering for all Impact Hubs in the network.

3. How many days can a member use in another Impact Hub?

Members WITH a co-working membership have the ability to use their membership three (3) days a year in each Impact Hub. That means a member can go to Impact Hub A for 3 days, Impact Hub B for 3 days, Impact Hub C for 3 days, and so on.

Members WITHOUT a co-working membership are not eligible for the free days.

4. Why is it three days?

The data collected during the membership pilot demonstrated that most requests for travelling were for less than three days, thus the definition of a three days passport.

5. Three days, huh? That sounds like a reduction from what I understand.

This is actually the first official agreement, by Impact Hub Network, on how much time can be used at another Impact Hub (find the protocol [here](#)). Previous agreements have had no official protocol and that is why makers' understanding about it may vary from one day a month to one day a year.

6. What if a member wants to use more than three days?

As an Impact Hub, you can expand the offering, but three days is the minimum which all Impact Hubs need to meet.

However, it is the responsibility of both the member and the hosting Impact Hub to work out a payment agreement for time beyond the three allotted days. Of course, all Impact Hubs are also welcome to provide more free days to visiting members, if they want to.

7. Can the hosting Impact Hub bill other Impact Hubs for their members who are visiting?

No. Billing must be done directly with the visiting member, and only for services beyond the three days per year, per Impact Hub.

8. What does my Impact Hub need to do to be on Passport?

Just make sure that your location is noted on the [Passport form](#). If it's not, you can simply send a request to support@impacthub.net to have it included. Please, send a name and email to direct requests to. We suggest using a general email alias (e.g.: passport@impact...) to minimize ongoing maintenance.

Then you can just give the happy news to your members' community. Here are some material we created to help you with communicating the Passport them.

9. How do my members use Passport?

It's easy. All they need to do is go to <http://passport.impacthub.net/>, put in their information, then hit submit! Members should assume their request is approved unless they hear otherwise within four (4) working days. Requests submitted any other way need not be honored by the visited Impact Hub.

10. A few Impact Hubs got together and agreed that they'd like to expand the offering. Can others do that too?

Absolutely! As mentioned before, the protocol lays out the minimum that all Impacts Hubs must adhere to, but if you want to expand the offering for visiting members or even expand the offering to your own members, by reimbursing them, feel free.

11. What help can we expect from IH Company on the expanded offering we create?

Company staff is dedicated to ensuring the minimum standard (3 days) is met, but does not have capacity to support additional offerings at this time. However, we are always interested to know what additional offerings are being created and would appreciate learning about them.

For answers to additional questions, please contact Nicholas Merriam, Membership Lead at nicholas.merriam@impacthub.net.