

Privacy Policy

The **City of Ithaca** and **Ithaca Youth Bureau** does not collect personally-identifying information about a user except for information that is voluntarily provided to us so that we can serve the user's needs and for legitimate registration purposes. For example, when the user completes an online registration, we need to retain certain personally-identifying information on the Site in order to respond to the registration. A user's personally-identifying information (voluntarily submitted in connection with an online registration) will be treated confidentially and will not be shared with third parties.

Refund Policy

Refunds are subject to a fee of 50% of the program cost and must be REQUESTED in WRITING to Ithaca Youth Bureau, 1 James L Gibbs Drive, Ithaca, NY) at least 15 days prior to the start of a class or program. For trips or special events – refunds will be given only if a replacement participant is found.

Security Policy

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Customer Service

For questions, please contact us at:

Ithaca Youth Bureau
1 James L Gibbs Drive
Ithaca, NY 14850
607 273-8364

Email contact: iyb@cityofithaca.org