



**** Players who currently registered for the cancelled Spring 2020 season, but need to cancel out of the Autumn 2021 season, you will need to complete the [refund request form](#) by November 28th to have the administration fee waived. See final paragraph below for further information and link for refund request.**

Cancellation Policy

Upon registering, you are committing to be placed in a Mentone Mustangs team. Our committee works very hard to ensure that each child is placed in a suitable team, and that all teams have the required player numbers in accordance with the Southern Basketball Associations By-Laws.

However, we do understand that from time to time, things change and people need to cancel out of teams. If you find you need to cancel your registration, **for any cancellation requests received prior to the end of the registration period** (for Autumn 2021 season, that date is **December 15th, 2020**) we will refund your fees paid, **less**:

- \$30 Mentone Mustangs administration fee
- Fees paid to Basketball Victoria (please click [here](#) for further details)
- PlayHQ fee (3.49% of fees paid)

If your cancellation request comes after registrations have closed (ie after December 15th 2020) **but before January 27th, 2021**, we will refund your fees paid, **less**:

- \$50 Mentone Mustangs administration fee
- Fees paid to Basketball Victoria (please click [here](#) for further details)
- PlayHQ fee (3.49% of fees paid)

For any cancellations received after the season has commenced (NB. the Autumn 2021 season will commence on January 27th 2021), a refund will not be granted.

While rare, there have been occasions where Mentone Mustangs cannot place children in teams for reasons such as not enough numbers for a new team or lack of availability on existing teams etc. In these instances, the Mentone Mustangs will waive its own administration fee as set out above. Basketball Victoria registration fee will still apply, as it pertains to your child's registration with Basketball Victoria, and is not linked to Mentone Mustangs. However, your Basketball Victoria membership can be used at any basketball club in Victoria and is valid for 12 months.

****NB to all our players that were registered prior to the Spring 2020 season being cancelled, but are unable to play in the 2021 Autumn season, the Mentone Mustangs administration fee will be waived if cancellation request is received by November 28th. However, you must return your singlet and complete the refund request form, details of which can be found [here](#).**