



FAQ's

Commonly asked questions

How do I get started with the rental process?

Fill out the form on the contact page or email us to schedule a consultation. At your consultation, we'll discuss your vision, show you inventory, and begin a quote. Once you receive the quote, let us know if you would like to change anything or proceed with contracting us and we'll walk you through the booking process.

Do you have a studio & what are the hours?

As of May 10, 2025, we are in the process of locating a new studio. Please contact us to schedule an appointment and we'll find a quiet place to meet.

What days are you available to meet for a consultation?

Our typical hours are:

Tuesday-Thursday 10am to 4pm

Friday 10am to 1pm

FYI, we are typically not available for late Friday and weekends appointments during peak summer/wedding season. However, contact us as we'll do our best to accommodate unique schedules.

Is there a minimum order?

There is a minimum order of \$500 (excluding tax, labor, and delivery) for Full-service orders. There is no minimum for Rent, Pay, GO orders.

What if something gets lost or damaged?

If something is lost, not to worry. Let us know and we'll give you time to work with the venue to hunt it down. If it never appears, we'll send you an invoice for the replacement cost.

If something is damaged, please let us know or we'll alert you when processing our return inventory. Depending on the amount of damage, there may be a fee to fix/repair it or replace it completely if it's beyond repair.

What areas do you serve?

We serve the Twin Cities, surrounding Metro area, St. Cloud, & Rochester. Any locations or venues outside the Metro area may incur additional travel fees.

How do I confirm an order?

A 50% deposit payment, along with a signed rental agreement confirms your order and your event date.



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Can I make changes to my order?

Yes – so long as we have the available inventory, you can change or update your order until 4 weeks prior to your event.

Do you schedule more than 1 event a day?

Sometimes. It depends on the location, schedule, and amount of product and labor for the event. If we do more than one event on the same day, we assign a lead staff member for each event and coordinate all the details and be your main contact person.

I started with “Rent, Pay, Go” and now I need delivery, Pickup, and setup. Can I add this to my order? Will there be an additional fee?

It will depend on your order, amount of inventory, location of the event, and schedule. Contact us to discuss potential arrangements. Additional fees will apply if we are able to accommodate your request. Fees include cost of labor and delivery and pickup.

I have an outdoor event. What happens if it rains or is inclement weather?

We will work closely with you, appointed person, and the venue for a rain plan. If the event is a total wash out, we will not setup our inventory and products in the rain... especially draping.

Rent, Pay, GO – Are there things I can NOT pickup myself?

Yes – some of our larger furniture items, structures, fragile decor, and draping are not available for pickup. This is due to the nature of the size and complexity of setup.

When do I have to return my rental items?

All rental items on your order must be returned the day after your event, unless otherwise agreed upon. We'll schedule a window of time to return your rented items, when we finalize your final invoice & payment.