



# STARS

AVIATION SERVICES

LEADER  
in MOROCCO  
SINCE 1995

- Supervision
- Airport representation
- Administration representation
- Airport Support services
- Crew and pax assistance
- Concierge services
- GSA



# CREATION

Stars Aviation Services was created in 1995 by a team of professionals having a high-level management responsibility within international companies of air transport or important private tourist groups, in the field of programming, marketing, handling and contracts, and issued as well from receptive and outgoing tourism structures, and of destination management companies affiliated to the biggest international groups.

Stars aviation services is today leader in its activity sector in Morocco and mainly at the level of the supervision and of the representation of airline companies.

# MISSION

Stars Aviation Services has for mission to offer to airline companies and partners all the services and the operations of representation, supervision, commercialization, assistance, studies and advices within the framework of their implantation or development in Morocco.

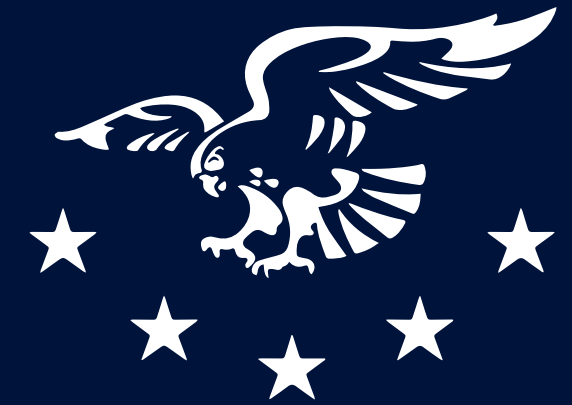
All these operations are governed by a professional ethics code of quality, of neutrality and of security, according to current rules, regulations and procedures IATA and/or OACI. Stars Aviation Services is member of the IATA GROUND HANDLING COUNCIL (IGHC).



| Ground Handling  
Council Member

Stars Aviation Services is approved officially by the Moroccan Airport Authorities and Moroccan Civil Aviation Administration and holds official agreements and authorizations to carry out her activity.

# STAFF



Stars Aviation Services staff benefits of a professional qualification level respecting the highest standards of the profession. Collaborators selection criteria integrate as well the strictest moralities rules.

Benefiting all of a high level training in the field of assistance and flights supervision, they are issued globally of the international airline companies framing and have fulfilled either stopover chief functions, over Morocco or abroad, or exploitation technicians functions.

The competences and professionalism of men and women within our partners services are our best asset. All the staff benefit also of a permanent training in the field of Handling procedures, Safety, Security and hazardous materials, in accordance with the requirements of the Airport Authorities and Civil Aviation Administration







المملكة المغربية  
KINGDOM OF MOROCCO



# PLATFORMS / AIRPORTS

## ASSISTANCE AND HANDLING PROVIDED IN 21 AIRPORTS COVERED 24/7

Stars Aviation Services won the first batch in Mars 2021, following the Moroccan National Airport authorities international call for tenders to cover as Supervision and Representation company the overall the 21 Moroccan airports platforms, in a permanent and structured way.



AGADIR



AL-HOCEIMA



BENI-MELLAL



BOUARFA



CASABLANCA



DAKHLA



ERRACHIDIA



ESSAOUIRA



FEZ



GUELMIM



LAAYOUNE



MARRAKECH



NADOR



OUARZAZATE



OUDJA



RABAT



TETOUAN



TANGER



TANTAN



ZAGORA



# OUR VALUES

- Professionalism
- Efficiency
- Quality
- Reactivity
- Ethic
- Probity
- Integrity
- Respect



# SERVICES

STARS Aviation Services provides to its Clients and partners a prompt and efficient services for all the range of representation and airports flight support. 24 hours a day, 7 days a week

- Airlines representations
- Representation of your company with the civil aeronautics authorities to handle all the formalities of traffic rights, landing Permits, overflying...
- Coordination with Airport authorities
- Ramp Services arrangements
- Full passengers arrangements
- Catering and HOTAC
- VIP treatment
- Care of crews requirements
- Third Party Payment ( landing fees and other taxes, Catering, Crews, Pax and VIP transfers...)
- Stopover operations reporting
- Ticketing at the airport



OUR **AIM** | OUR **REWARD**  
 YOUR **CONFIDENCE** | YOUR **SATISFACTION**

## AUTHORISATIONS

Handling of the over-flights authorizations, landing, slots, of traffic rights, program change, parking for any long term or punctual exploitation, regular, charter or Ad Hoc, VIP, passage or cargo... Etc.

## STOPOVER SUPERVISION

All punctual or long-term services, given at stopover registry, loading area or on the track. All missions at the Airport's Authorities, Services providers, Handling, Immigration, Health or of the Crews. In general, any mission reserved to the function of "Stopover Chief" or "Station Manager".

## FUEL

Planning, follow up and control of the services and bills given by the tanker, with the coordination of the crew and the operations services of the company.

## FLIGHT PLANS

Handling the formalities of flights plans submission, with the coordination of the crew and the Ops of the company and the Handling partner.

## TICKETING

Insuring all the services to the passengers regarding ticketing at airports, in conformity with the approved agreement protocol with the company (tickets type, tariffs, excess bag... Etc)

## BROOKER

Proposes, directs and trades, for the account of the partner company particularly towards Morocco, the availabilities or capacities offered in conformity with work protocol and the defined procedure.

## CONSULTING

Carries out all strategic or operational studies in the field of tourism or aeronautic (implantation, development, niche study, research for marketing strategy, tariff, for product positioning, for partners search, for investment... Etc.)

## HOSTING AND TRANSFERS

- Transfer and hosting of the crew in conformity with the company's instructions (night stop, crew settlement...)
- Handling all the dispositions with the coordination of the crew and the company's operations service so as to insure transfer and hosting of the crew and/or the clients in case of irregularity or problem of exploitation.

## GSA

Insure the commercial or sale representation for the regular or low-cost companies



### HEAD OFFICE



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### OPERATIONS H24



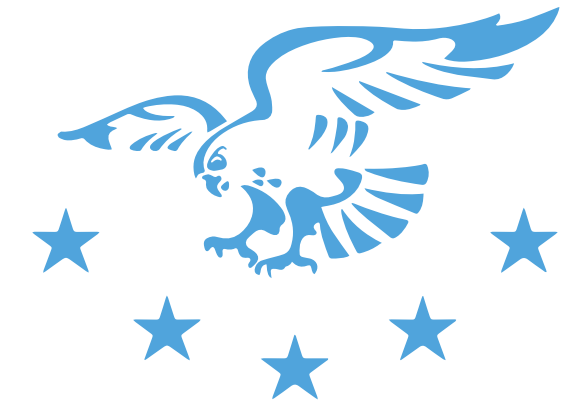
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### FINANCE & ACCOUNTANT DEPARTMENT



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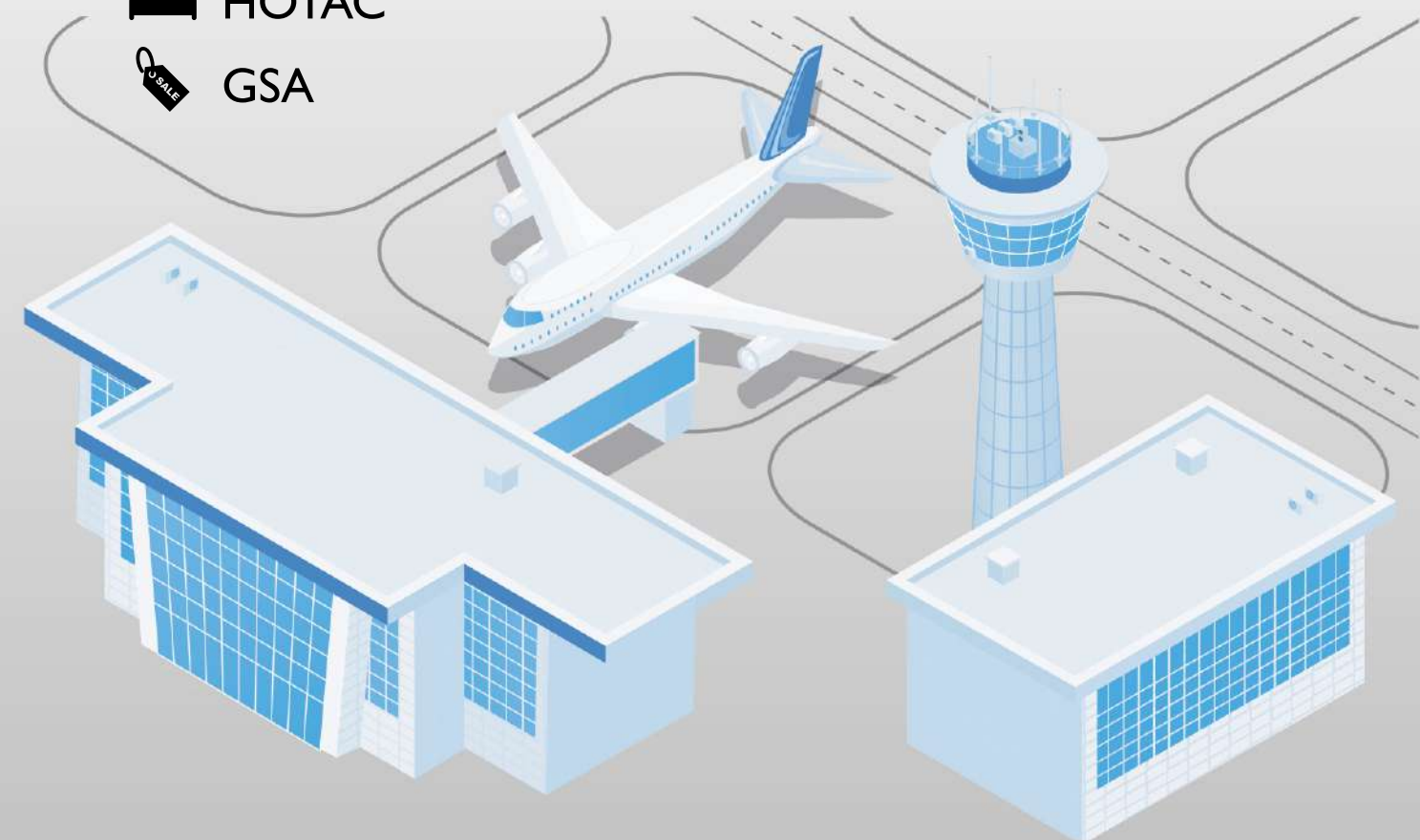
- SUPERVISION
- REPRESENTATION
- CAA PERMITS
- VIP FACILITIES
- LIMOUSINE SERVICE
- PPR / SLOTS
- GROUND HANDLING
- FUEL
- LOUNGE
- CIQ COORDINATION
- FAST TRACK
- CATERING
- TRANSPORT
- MEET & ASSIST
- HOTAC
- GSA



## OUR SERVICES

### Supported Flight Categories

Business  
Executive  
Commercial  
(Regular, Charter)  
Medical Evacuation  
Cargo  
Military  
Maintenance





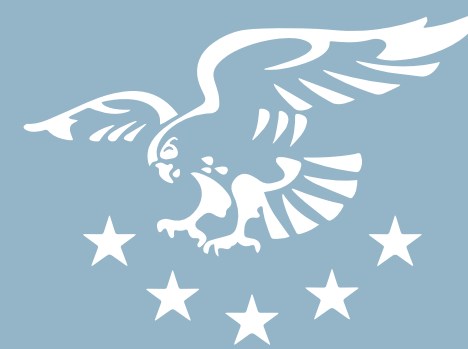


# PARTNERS

Since its creation in 1995, more than 2226 companies, operators or provider structures honoured us by their confidence and entrusted us the supervision, the representation or the assistance of their operations in Morocco.

This list still grows richer, and stands as a pride motive for our staff. The head office and staff of STARS Aviation Services take the commitment to persevere in the path of rigor, of quality and of efforts for the total satisfaction of our partners and their clients.

STARS Aviation Services represent now more 56 companies and operators, whether regular, charter, VIPs, Private, Cargo ...Etc.





# STARS

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