

YOUR ONE-STOP PARTNER  
FOR EVERYTHING TRAVEL



2021



160 +  
Countries



6000 +  
Sub-agencies



100 +  
Corporate Clients

**moonline**

PROFILE

[www.moonlinetravel.com](http://www.moonlinetravel.com)



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# A leader among travel agencies internationally

Moonline Travel and Trade Ltd is a full-service travel agency that serves business and leisure clients who require professional, friendly and efficient organization of their outbound and inbound travel & tourism needs. It was founded as a private company in 2010 and has quickly grown to become a leading company in the region and a major player in the international tourism sector. Moonline has its own companies & offices in Hessen-Germany, Istanbul-Turkey, Dubai-UAE and Iraq (in Baghdad, Erbil and Sulaimaniyah and

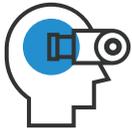
Our company is manned with experienced, knowledgeable, multilingual and highly qualified team based on considerable experience combined with youthful enthusiasm and creative spirit, in-depth knowledge of the products and services we offer and commitment to all aspects of Travel and Tourism Management.

To continue offering its customers with a variety of and best possible quality services, our company, in addition to its continuous improvement process has and will strive to have excellent cooperation & relationship with several international organizations and suppliers worldwide to meet client needs and expectations.

Moonline's sustainability and practices are directly linked to its employees' believe in fundamental corporate values to satisfy customers with innovative technology, superior quality, value and friendly services.



Accredited Agent



## VISION

Our company's vision is to become a leading travel and tourism related services provider agency globally.



## MISSION

To meet our clients' every travel needs through our excellent customer service, efficient and cost-effective operations. To reach the company's vision, our mission extends with global promotion strategies, establishment and/or acquisition of new companies, partnerships and other ways to further extend our global market entry strategy and strength.

# Services to make your travels easier

Moonline Travel and Trade Ltd has the knowledge, expertise and experience to arrange and deliver all travel & tourism related requests received from a company, family or individual no matter how small, big or unusual are the needs.

Our staff, your travel consultants loves solving puzzles, no matter how many pieces, in order to clearly see the big picture. Our passion comes from managing and analyzing all of the tiny details that embody leisure and corporate travel—from the simplest to the most challenging needs.

Among others, we provide our customers with the following services

Air tickets to any destination

Hotel or any other accommodation types booking

Transfers, airport meet/greet and farewell, and car rental

Corporate travel services

Leisure and Business travel packages to many countries.

Resident permits and citizenship from many countries

Medical tourism

Study abroad

Online shopping services

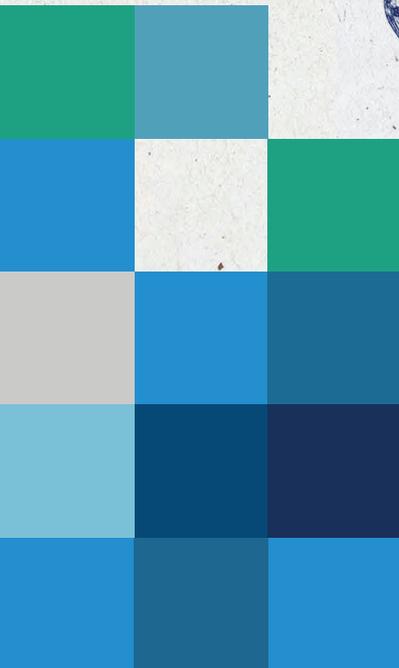
Meeting venues booking and conference and event attendance

Visas assistance and immigration to many countries

Travel insurance

Interpreters and translators

Other



# We are more than a travel agency

To serve its customers with a variety of services in more convenient, user-friendly and professional ways, Moonline offers its services via the following affiliated websites/portals:

**700+**  
airlines to book tickets with

**1.1 M+**  
hotels to choose from worldwide

**5,500**  
employees around the world

**6000 +**  
travel agency partners

**ISO 9001**  
certified travel agent



B2C

Booking Advisors  
[bookingadvisors.com](http://bookingadvisors.com)

Medi Advisors  
[medi-advisors.com](http://medi-advisors.com)

Visa Advisors  
[visa-advisors.com](http://visa-advisors.com)

Smile Mates  
[smilemates.com](http://smilemates.com)

Bazaar  
[bazaar.com](http://bazaar.com)



B2B

Babylon Booking  
[babylon-booking.com](http://babylon-booking.com)

Babylon Holiday  
[babylonholiday.com](http://babylonholiday.com)



Corporate

Moonline LCC  
Business Travel  
[lcc-moonline.com](http://lcc-moonline.com)

## Babylon Booking

Through continuous investment in travel technology, we have developed our own B2B portal Babylon-Booking.com which is dedicated to flight booking to empower all IATA and non-IATA travel agencies with the most colorful airline content, access to many local market deals, lowest fares possible, and 7/24 support. Through Babylon Booking, our customers will have access to ticketing to more than 700 airlines, including around 120 low-cost carriers, around the world, securing the best possible and very competitive fares.

We are closely allied with major airlines that operate to and from Iraq, the Middle East as well as the rest of the world and we continuously negotiate to secure additional and the best possible rates for our clients travelling locally or internationally.

## Moonline LCC Business Travel

Through lcc-moonline.com, we offer a leading-edge collection of corporate travel tools designed to achieve maximum cost savings through streamlined travel management and eliminating all unnecessary travel expenditure. We are a leading business travel management expertise and one of the fastest growing TMCs in Iraq. We are not only a company which understands business travel management, but we are also deeply familiar with the regional situations and developments.

Moonline LCC Business Travel simplifies everything with solutions and booking tools to help manage any company's strategic approach to travel. This includes travel policies, negotiations with all vendors and day-to-day operation of the corporate travel program, including traveler safety and security, credit card management and expense data management.

## Babylon Holiday

Babylon Holiday is the leading B2B online travel portal that offers a complete suite of travel services to the offline travel agents across our market and beyond. It provides quality travel & tourism related services to its B2B Travel Agent partners. We have access to air ticketing to more than 650 Legacy airlines and more than 150 Low-Cost Carriers and more than 1,100,00 hotels in 190 countries around the world for you to compare, meaning you're unlikely to miss out on a bargain. You can filter, mix and match flights, hotels, vacation packages/excursions and other – all from a single website [www.babylonholiday.com](http://www.babylonholiday.com). You can filter flights by the number of stops, airline and arrival time. Babylon Holidays is a user-friendly and easy-to-navigate resource tool in the hands of the individuals who wants to search and get instant availability to securely and easily book and pay online for flights, hotel accommodation, car rentals, holiday packages, excursions and any other travel related services, in the comfort of their home or office, 24 hours a day, 365 days a year. Being a late entrant into the OTA space, Babylon Holidays has the advantage of using new sophisticated technologies that deliver business and customer value by constantly evolving and adding and giving its sub-agents/partners the best technology, deals, an easy administrable and a user-friendly portal

## Booking Advisors

Since we consider our Customers as the core essence of our company, we have also developed our B2C [bookingadvisors.com](http://bookingadvisors.com) portal/website, through which customers can search for various tour packages to various destinations worldwide, information on Visa requirements, flight tickets, sport events and enroll in our outstanding loyalty program Smile Mates.

## Smile Mates

The Smile Mates Loyalty Program is a points/rewards program card from which our customers will get benefited when they purchase any services from us and/or from our affiliated partners. Through our Loyalty Program you can collect and share points when purchasing products from sellers (our partners) within the Smile Mates network, which includes Travel agencies, Restaurants, Beauty shops, Fashion stores and etc. When you have collected enough points, you can redeem them in the forms of discounts and promotions for next purchases.

## Medi Advisors

Is a revolutionized idea and service in our market to assist any type of patients with any medical problems and backgrounds to have access to quality medical services and reduce wait time for any health care need overseas. Our objective is to provide world class and affordable health treatment abroad for those patients who searching affordable and high-quality healthcare outside their home country. Selecting world's best private or public hospitals gives us the opportunity of bringing you internationally recognized quality treatment and advanced technology in the healthcare. Medi Advisors was created to fill important gaps in the health care. We can help our customers with various treatments as they mentioned in our website [www.medi-advisors.com](http://www.medi-advisors.com) thank to our medical partners in many countries. With our motto, saying that Moonline is more than a travel agency , we believe that the power of travelling and discovering new wonders and destinations of our planet will also bring a healing power to your health and wellbeing.



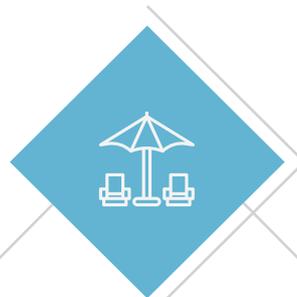
# VisaAdvisers. Your true visa consultant.

The first visa center in Iraq and the first of its kind, part of the market leader company, Moonline, providing visa service facilities to many countries all around the world.

The Visa Service Center, called Visa Advisers, a subsidiary of Moonline Travel and Trade Ltd., is the accomplisher of customer demands to travel. Visa Advisers is a professional center dedicated to providing a comprehensive range of products/services including: Visa, Study Abroad, Immigration, Citizenship and Residence Permit for many countries in the world.

## Tourism Visa

Choose from 60+ destinations and pick your dream holiday. We will assist you in applying for and obtaining your visa.



## Business Visa

We will make sure that you will have all your important meetings abroad, on time.



## Study Abroad

In 15+ destinations and receive consultations and admission letter from your chosen university.



## Immigration Assistance

We will help you legally immigrate to build a new life in a country of your choice.

# Systems, networks, suppliers, sales volume, prices

Among others, there are the following main five compelling reasons why Moonline should be amongst your first choice as a travel agency and partner.

# 1

## ACCESS TO WORLD-CLASS TRAVEL SYSTEMS

Moonline, is the General Sales Agent for Galileo by Travelport, Air Arabia, Egypt Air and a member of Lufthansa City Center; a Global Network of Travel Agencies and also International Lufthansa Group. These partnerships and use of their booking systems give us access to ticketing with more than 700 airlines, including more than 120 low-cost carriers and more than 150,000 hotels in 15,000 destinations and 160 countries.

# 2

## LOCAL AND GLOBAL NETWORKS

Moonline is a large agency in its own right and our reach throughout Iraq and other countries is amplified by more than 4600+ other travel agencies that work with us in a formal network. As part of the Lufthansa City Center franchise, which includes 650+ agencies worldwide, Moonline can access a wider array of new products, vacation packages and travel destinations all around the world that will further expand Moonline's range of services globally.

# 3

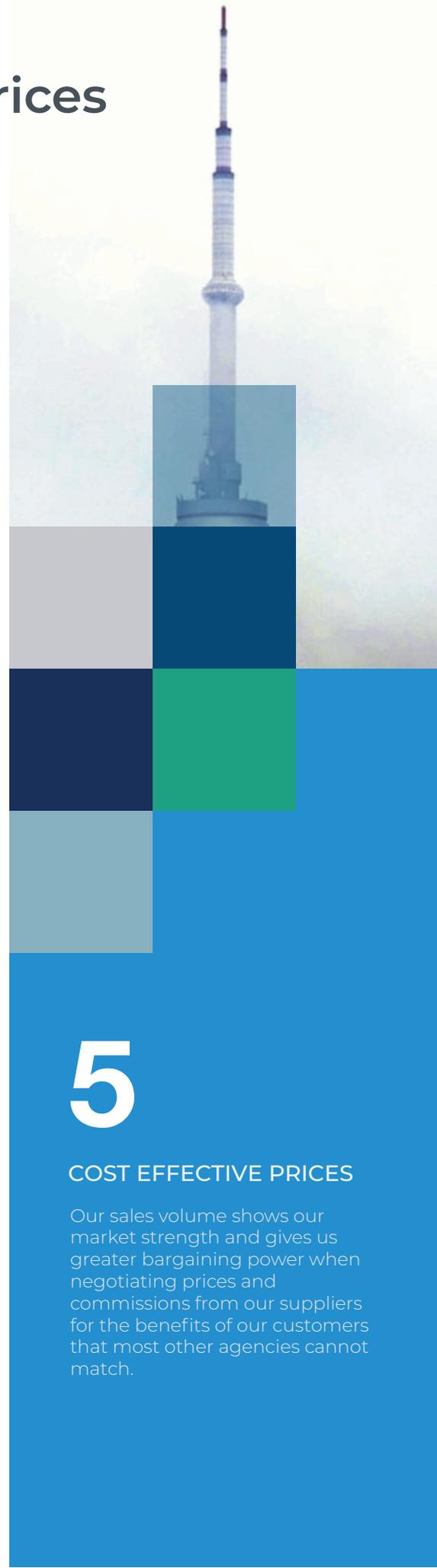
## COOPERATION AGREEMENTS WITH VARIOUS SUPPLIERS GLOBALLY

Whatever travel service a client requires, Moonline can source it through its sufficient internal capabilities and global network of providers/partners to create a comprehensive itinerary and thus even to satisfy the most demanding customers.

# 4

## SALES VOLUME THAT SHOWS WE'RE THE MARKET LEADER

Moonline's average sales volume has reached five million US Dollars a month and continue growing thanks to our strong and skilled staff team for implementing corporate values and our company's mission toward reaching its vision. Among others, Moonline is the top-selling agent for many airlines in the region.



# 5

## COST EFFECTIVE PRICES

Our sales volume shows our market strength and gives us greater bargaining power when negotiating prices and commissions from our suppliers for the benefits of our customers that most other agencies cannot match.



We aim to maximize our services to the highest quality and deliver the flight content as per our partners expectations. Moonline Travel and Trade has become the GSA of one of the world's pioneer airlines. Established in May of 1932, it became the seventh carrier in the world that has joined the Star Alliance network, the largest airline alliance in the world, to offer its customers better flight connections and more comfortable travel.

Moonline is the General Sales Agent of Egyptair in Kurdistan regional government of Iraq. With our offices in Erbil (the capital city of Kurdistan), Sulaymaniyah, and Duhok, Moonline is the active distributor and organizer of Egyptair flights and schedules.



Established  
**1932**



**73**  
Destination



Cairo  
International  
Airport



**67**  
Fleet



**9,000**  
Employees



**25**  
Code share  
partners



# AirArabia

Moonline is glad to mention the fruitful distribution experience with AirArabia in Kurdistan region. As known, AirArabia is Middle East's number 1 low-cost carrier that flies to over 170 destinations spread across the Middle East, North Africa, Asia and Europe.

The cooperation with AirArabia took place for five years of success from 2014 to 2019.

The records show the rapid spread of our services and content delivery over the region in a time frame of 5 years of efficient cooperation.



Established  
**2003**



**123**  
Destination



Sharjah  
International  
Airport



**42**  
Fleet



**2,302**  
Employees



**9**  
Subsidiaries



## Lufthansa City Center

### Lufthansa City Center Network

Moonline has become a member of Lufthansa City Center (LCC) founded in 1991. A worldwide travel agency franchiser based in Frankfurt, Germany.

We have been recognized as LCC's top performers for the past 4 years. In addition, we have been rewarded for the green award back in 2019.

Within the corporate travel segment Lufthansa City Center is excellently positioned on a national and international level with its corporate travel brand Business Travel. This focus on servicing corporate travel requirements has paid off right from the very beginning. Up to now, Business Travel serves more than 50.000 corporate customers. Thanks to tailor-made solutions, Lufthansa City Center have become a market leader for small and medium-sized customers (SME).



Established  
**1991**



**Frankfurt**  
Headquarter



**92**  
Countries



**600**  
Network  
Members



**HotelsPro**  
The Key to Global Travel

Moonline had another distribution experience with Hotelspro in Iraq to deliver the company's services to the strong B2B network we have in the country. The cooperation lasted for almost eight years of a productive cooperation (from 2011 to 2019) before launching our B2B hotels and holiday services system, Babylon Holiday. Thanks to our client's trust and Hotelspro belief in us, the system has witness a real success in the market and expanded to the expected level.



**600,000+**  
Hotels



**80,000+**  
Destination



**41,000+**  
Direct Contracts



**31,000+**  
Chain hotels



**65,000**  
Activities



**25,000**  
Transfers



another successful distribution experience Moonline had was with Travelport in Kurdistan. Starting from 2014 till present, we proudly have distributed the GDS to our B2B network in the region, providing our business partners with the required trainings and support to ensure the correct delivery and post-cooperation success with our partners.

Maintaining business relationships is the main reason behind our sustainability in the market and being the number one travel agency in the country.



**480+**  
Airlines



**40,000+**  
Car rental  
Locations



**650,000+**  
Hotel Properties



**180+**  
Countries



**65,000+**  
Travel Agency  
Locations



**89 billion**  
of Travel Spending



# amadeus

another brief that is important to be mentioned here is our productive cooperation with Amadeus. Fortunately, Moonline is considered as Amadeus preferred partner when Amadeus and Iraq-based Moonline Travel have announced a new global partnership agreement to strengthen Moonline Travel's online travel business and automate operational processes for its flagship brand, Babylon Booking.

With over 30 years' experience in providing innovative travel technology solutions, Amadeus is supporting Babylon Booking to grow its B2B and B2C business across the region.



Established  
**1987**



**Madrid, Spain**  
Headquarter



**19,000**  
Employees



**500+**  
Airlines



**84+**  
Low Cost Carriers



**80,000+**  
Hotel Properties

# Certificates



Accredited Agent



Lufthansa City Center



TÜRKİYE SEYAHAT AJANTALARI BİRLİĞİ  
ASSOCIATION OF TURKISH TRAVEL AGENCIES

## Top sellers of many airlines



+  
And many more



## More about Moonline

- Ranking No. 1 for the last consecutive 4 years by GDS segmentation.
- 7 branch offices in the main cities all over Iraq covering the whole country.
- Subsidiary travel agency companies and offices in Germany, UAE and Turkey.
- More than 180 highly educated/skilled and professional employees;
- Top seller for most of the major airlines. Confirmations and/or references to our claim can be available upon request.
- A network of more than 10,000 travel agencies locally and internationally.
- 100+ international and local corporate customers.
- A gold sponsor of the ATM-Dubai show for the recent consecutive years.



## Managing corporate travel with utmost care

Moonline manages a portfolio of 100+ corporate clients either based in Iraq or in other countries whose staff travel internationally very often. We serve every industry and a big range of businesses including small and medium businesses (SMEs) to large multinational corporations and provide complete travel services support.

The benefits and advantages of selecting Moonline as your outsourced travel management company and consultant include:

### Reports

monthly and quarterly

### Policy

creation and compliance

### Account

management devotion

### Expense

management

### Crisis

management

### Negotiations

with suppliers and providers

### 24/7

emergency service

### Re-issuance

of travel tickets and reservations

### MICE

all around the world

### Online Booking

to make bookings easier

We cover a wide range of industries including but not limited to oil and gas, construction, telecommunication, medical, engineering, educational and governmental institutions and others.



# A gateway to travel sales

Moonline works with companies whose staff members have busy travel schedules for traveling internationally due to their business diversification strategies and activities in various countries. We also experience growing demands for leisure and combination of business & leisure from individuals/consumers seeking tourism opportunities around the world. We continuously seek to add more reliable suppliers to our current global network of partner companies that offer attractive travel and tourism-related services & options for our clients.



## Network

Moonline's size and strength, including its 6000+ strong network of travel agencies give your company immediate access to a huge sales platform. With us, you have the chance to gain a satisfactory market share for your services and the potential to increase sales rapidly with steady and attractive growth.

## Marketing

There is no need for your company to be burdened with unnecessary costs by having its own office and staff to promote your services in various countries and especially Iraq where we have our very strong presence and can promote your products/services and become your company's strategic partner in the country.

## Guidance

Many countries in the region, especially Iraq can be daunting to new entrants; Moonline can be your knowledgeable regional and local partner who can help you to reduce all your company's operations risks and increase your profit by being a newly established company.

## We would love to have you in our global network, here is what we look for:

- Competitive airline deals and commissions
- Complete tour packages, including tourist and business visas supports
- Train tickets
- Transfers
- Interpreters and translators for English, Arabic and Kurdish speakers
- Access to boutique accommodations
- In country services for business travelers, e.g. car with chauffeur, meeting rooms, airport transfers including VIP transfers



## A brighter future

Moonline is excited about its future and the opportunities opening up in the regional and international travel industry. Based on our company's vision and mission, we have plans to continue our growth, and to provide more extensive & sophisticated services and options to our clients, agencies and suppliers networks worldwide.

### **Increasing our independent networks**

We continuously work on further expanding the travel agencies who work with us and out-of-country travel product supplier networks. This means agencies will have more options to offer their customers that can increase their sales and profit, and our suppliers will have a bigger sales platform through which to increase their sales volume dramatically. Moonline also has in its plan to establish or acquire new travel agencies in other countries to further extend our global market entry strategy and strength.

### **Building our information technology capabilities**

Moonline continuously follows the innovations and trends of the travel and tourism sector as we are very well aware that travel agencies of tomorrow must be armed with the most powerful travel management technologies available in the market so as can offer their services at the best possible satisfaction level to their existing and potential new customers.

Even though we always use the latest technology for offering our products/services, but we never forget to leverage personal service as score selling point of our services. We collaborate with our customers and consult them in crafting a trip that is tailored to their wants and needs. At the same time, we also leverage our personal existing relationships with our suppliers to deliver the best post possible prices and packages for our customers. Moonline through its affiliated websites/portals and technologies serves B2B and B2C business models and all types of customer from individuals, groups, and corporate clients so that to make their travel an absolute no-brainer and as pleasant as possible.

### **Continuous improvement via training**

Our staff was and is already among the best in the travel industry and Moonline continuously support their further betterment. We have always training programs for them to further enrich their skills and knowledge on our innovative tools and technologies for a better customer service, marketing and sales campaigns.

# Contact us

Get in touch with us to discuss your travel needs or to join our agency or supplier network,;

## Iraq - Erbil

 100m street, Moonline building, in front of Italian village #1, 44001 Erbil, Iraq

 +964 750 368 0001  
+964 750 368 0002

 [info@moonlinetravel.com](mailto:info@moonlinetravel.com)

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## Iraq - Basra

 Absyaa (old Kia) street, beside the Islamic bank, district 268, street 3, building no. 54, Basra, Iraq

 +964 782 414 6009

 [info@moonlinetravel.com](mailto:info@moonlinetravel.com)

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## Iraq - Sulaimani

 Ali Naji district 103, Badirkhan Street 19, Alley 25, Sahand building no. 36, Sulaimani 46001, Kurdistan, Iraq

 +964 53 320 1314  
+964 770 037 6009

 [info@moonlinetravel.com](mailto:info@moonlinetravel.com)

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## Turkey - Istanbul

 Ergenekon district, Cumhuriyet St., Ruyam Apt. no.201, 3rd floor, office no. 6, Harbiye-Shishli- 34380 Istanbul, Turkey

 +90 532 221 3591

 [info@moonlinetravel.com](mailto:info@moonlinetravel.com)

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## Iraq - Baghdad

 Al-mansoor ditrict 601, Mamon 60 street, office no. 37, 10013, Baghdad, Iraq

 +964 771 696 6009  
+964 780 116 6009

 [info@moonlinetravel.com](mailto:info@moonlinetravel.com)

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## Germany - Darmstadt

 Otto-Hesse-Str. 19/П12, 64293 Darmstadt, Germany

 +49 6151 8058226  
+49 1525 9023575  
+49 6151 8058226

 [info@moonlinetravel.de](mailto:info@moonlinetravel.de)

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## Iraq - Duhok

 Amad str., in front of the Turkish consulate, District 16 street 24, office 6, Duhok, Iraq.

 +964 750 368 0002

 [info@moonlinetravel.com](mailto:info@moonlinetravel.com)

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## UAE - Dubai

 The Opus Tower- Business Bay, 16 floor, office number: C1601B Al A'amal street, Dubai, UAE

 +971 50 858 2199

 [info@bablions.com](mailto:info@bablions.com)

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