



COMPANY PROFILE 2023

**YOUR ONE-STEP PARTNER
FOR EVERYTHING TRAVEL**



CONTENT

03 ABOUT US

- 03 • Who we are
- 03 • Our Vision
- 03 • Our Mission
- 04 • Our Locations

05 PRODUCTS & SERVICES

- 06 • Babylon Booking
- 07 • Babylon Holiday
- 08 • Booking Advisors
- 09 • Smile Mates
- 10 • Immigration and Citizenship
- 11 • Visa Advisors
- 12 • Business Travel
- 13 • MICE and Event Management
- 14 • DMC
- 15 • Tours and Activities
- 15 • Transfer and Car Rental
- 15 • Travel insurance

16 GLOBAL NETWORK

- 17 • B2B
- 18 • B2C
- 19 • Corporate Travel

20 MILESTONES

22 MORE ABOUT US

26 CERTIFICATES

27 CONTACT US

About us

– Who We Are

Moonline Travel and Trade Ltd. is a full-service travel company serving business and leisure clients who require professional, friendly, and efficient organization of their outbound and inbound travel and tourism needs. The company was founded in 2010 and has quickly become a leader in the region and a major player in the international tourism industry.

– Our Mission

We strive to provide our customers with efficiency, flexibility and high quality services with a personal touch, state of the art technologies, combined with strong purchasing advantages and value for money products/services to achieve complete customer satisfaction. We aim to meet and exceed the goals of all business customers and strive for excellence, integrity and value in everything we do. We want our partners, customers and ourselves to grow profitably in our respective markets/countries through market analysis and continuous product development.

– Our Vision

The vision of our company is to become a leading global travel and tourism services agency.



Our Locations



Wherever you are,
Moonline travel fulfills
your needs with the best
service and support.

Headquarters

IRAQ
Sulaymaniyah
Erbil

Subsidiary companies' offices

GERMANY
Darmstadt - Frankfurt
TURKEY
Istanbul
UAE
Dubai
IRAQ
Baghdad
Basra
Mosul
Duhok

Representative Offices

Kuwait
Yemen
Tunisia
Kenya
South Sudan
Azerbaijan
Palestine
Egypt
India
Sudan
Libya
Qatar

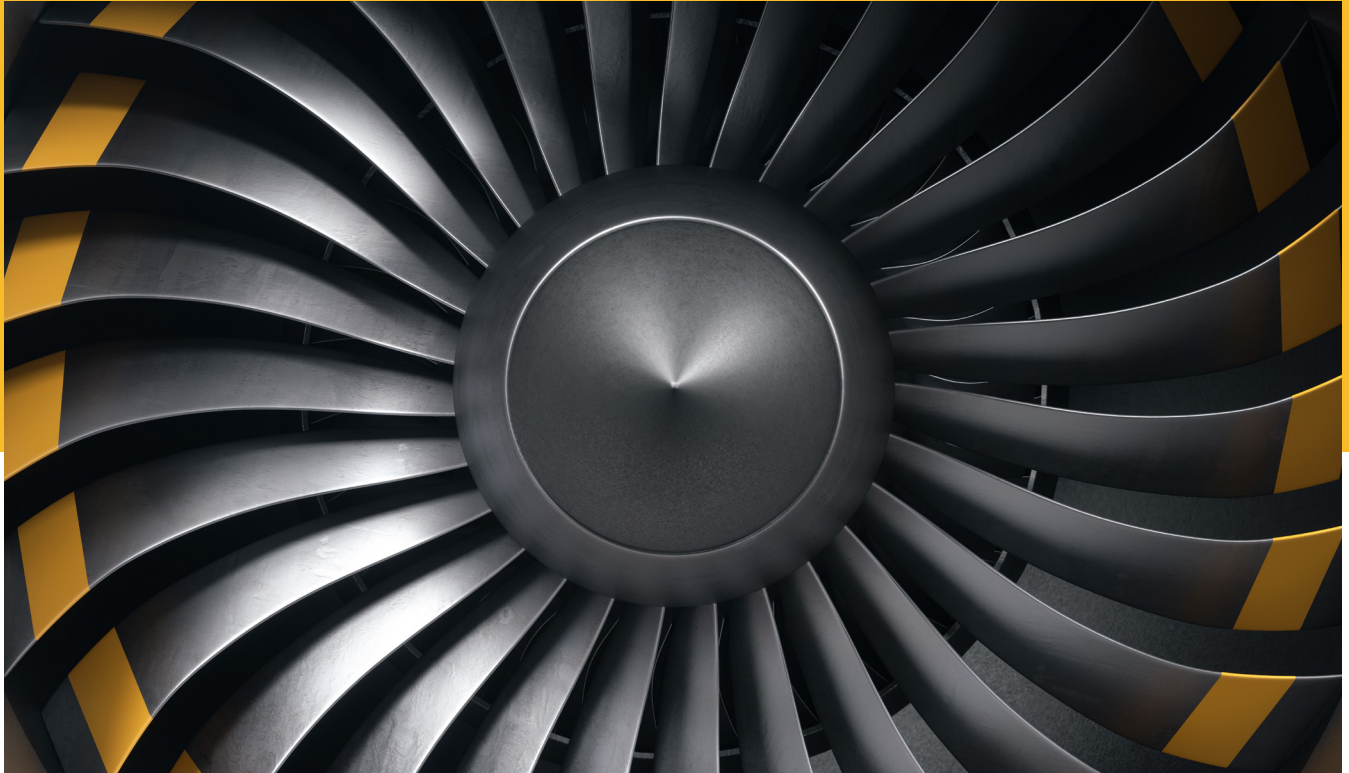
Products and Services

WE ARE MORE THAN A TRAVEL AGENCY.

In order to continue to provide our customers with a wide range of services of the best possible quality, our company, in addition to its continuous improvement process, continues to strive for excellent cooperation & relationships with several international organizations and suppliers worldwide to meet the needs and expectations of our customers.

Our company has an experienced, knowledgeable, multilingual and highly skilled team, backed by considerable experience combined with youthful enthusiasm and creative spirit, thorough knowledge of the products and services we offer and commitment to all aspects of travel and tourism management.





Babylon Booking

Through continued investment in travel technology, we have developed our own B2B portal, Babylon-Booking.com, dedicated to flight booking, to provide all IATA and non-IATA travel agents with the most colourful airline content, access to many local market offers, the lowest fares and 7/24 support. Through Babylon Booking, our customers have access to airline tickets from more than 700 airlines, including about 150 low-cost carriers, around the world, securing the best possible and highly competitive fares. We work closely with major airlines flying to and from Iraq, the Middle East and the rest of the world, and we are constantly negotiating to secure additional and the best possible prices for our clients traveling locally or internationally.



20+
POS



550+
Full-Service
Carriers



150+
Low-Costs
Carrier



5+
NDC
Airlines



30+
POS



Multi
GDS
integrations



200+
Ticketing
Staff



24/7/365
Support

Babylon Holiday

Babylon Holiday provides high quality travel and tourism services to its B2B travel agency partners. We have access to more than 1,100,00 hotels in 190 countries around the world that you can compare, so you will hardly miss a bargain. You can filter and combine flights, hotels, vacation packages and excursions all on one website www.babylonholiday.com. You can filter hotels, tours, activities, transfers and packages according to your preferences.

Babylon Holidays is a user-friendly and easy-to-navigate tool for those who want to search and get instant availability, to book and pay online safely and easily.



1.1M
Hotels



190+
Countries



20+
Features



20+
Bed banks
& Suppliers



1000+
Direct
Contracts



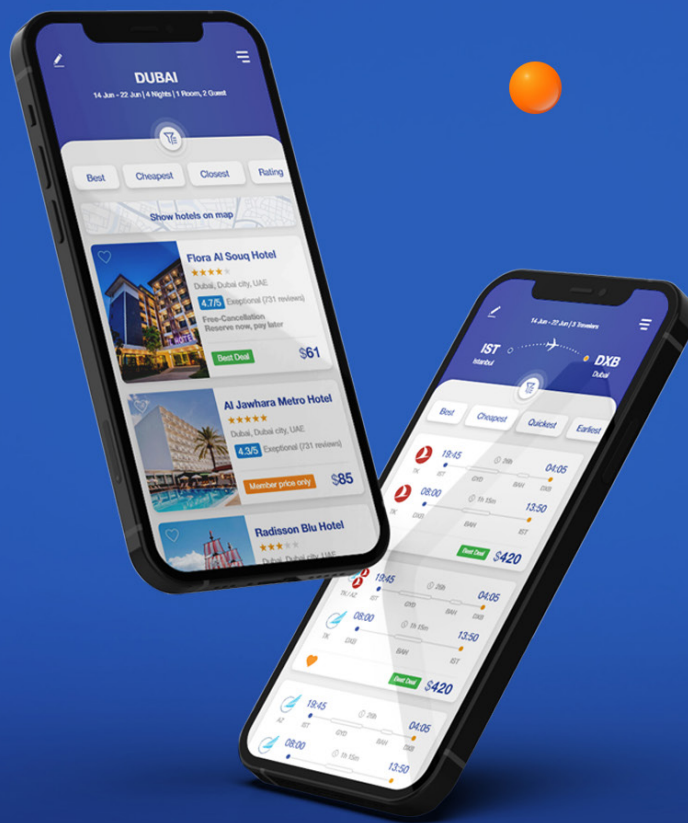
35+
Packages



50+
Helpdesk
Staff



24/7/365
Support



Booking Advisors

Considering our customers as the essential core of our business, we have developed our B2C booking advisors. com portal/website through which customers can search for various travel and tourism services for their desired destination.

Flights, hotels, packages, tours and activities, transfers, information on visa requirements and events, as well as enrollment in our excellent loyalty program Smile Mates.



1.1M
Hotels



700+
Airlines



Loyalty
Program



User-friendly
Technology



Best possible
Fares



High quality of
Services

Smile Mates

The Smile Mates Loyalty Program is a points/rewards program that benefits our customers when they purchase services from us and/or from our affiliated partners.

Through our loyalty program, you can earn and share points when you purchase products from vendors (our partners) within the Smile Mates network, which includes travel agencies, restaurants, beauty stores, fashion stores, etc. When you earn enough points, you can redeem them in the form of discounts and special offers for your next purchases.



Save
Money



Save
Time



Benefit
From every
purchase



Get free
Services



Manage your
Expenses



Enjoy
Your
Shopping



Immigration & citizenship

With an excellent experience in citizenship, second passport and residency by investment, Moonline Immigration offers its clients the perfect solution to meet expectations and demand.

A well-trained, multilingual and professional team takes the responsibility to provide the best service to clients. Knowledge, passion, professionalism, honesty, integrity, transparency, humility, respect and commitment are the core values that reflect the actions of the Moonline Immigration team in order to maintain the loyalty and trust that clients always give us.

We offer individuals, families and business professionals second passport, citizenship and permanent residency programs that meet their needs.

Moonline Travel is a government approved and licensed company recognized by several governments around the world. Legality and reliability are our trademarks. With our years of experience and as a leader in the travel and tourism services market, we look forward to continue. andoptimze optimize our journey.



INVESTMENT
MIGRATION
COUNCIL



Visa Advisors

Visa Advisors is the accomplisher of customer demands to travel. Visa Advisors is a professional center dedicated to providing a comprehensive range of products/services including: Visa (tourism and business), Study Abroad, Immigration, Citizenship and Residence Permit for many countries in the world.



New
Destinations



Best
Rate



Accurate
Application



Easy
to use
technology



Efficient
Process



Simple
Steps



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 booking easier

Business Travel

Moonline Travel has been a member of the FCM travel network since mid-2021, after being part of the Lufthansa City Centre network for almost 6 years. Our company is the largest pure travel management company in Iraq with more than 200 corporate clients from different industries.

FCM is one of the largest travel management companies in the world and the flagship global corporate travel division of Flight Centre Travel Group. FCM Travel operates in over 97 countries around the world and has a global presence with headquarters in London, Brisbane, Singapore and New York. FCM's consulting team is made up of industry leaders in travel, finance and procurement who share their expertise with clients ranging from small businesses to global corporations.

We offer our travel and tourism services to corporate clients in a variety of industries, including, but not limited to, oil and gas, construction, telecommunications, medical, engineering, and educational and governmental institutions.





MICE & Event Management

Your meetings, incentives, conferences and events will be organized and carried out as you wish. In cooperation with the most prestigious and established companies, we guarantee that your expectations will be exceeded.

Our department MICE will help you plan your next event with confidence and simplify procedures to organize it in a friendly but professional manner.

In addition, one of our missions is to provide you with the best quality services at reasonable prices that meet your budget. In addition, with us you can attend and entertain the most famous sporting events around the world, including but not limited to FIFA World Cups, UEFA Champions Leagues, Asian Championships and others.

We strive for ethics and fairness in everything we do. Sport is our passion and joy. Passion for our work is the fuel that drives us to achieve extraordinary results. Excellence is the foundation of our organisation.

Moonline and its sports events team bring people to their favourite sporting events to give everyone the opportunity to enjoy their live event experience. To achieve this, we have established and developed collaborations with partners around the world.



Professional
Arrangement



Cost
Efficient



Smooth
Process



Inspiring
Detail



Unique
Performance



Perfect
Experience



DMC

From Moonline, you can purchase both individual services and packages. We prepare packages that include the following services:

Flight booking, hotel reservation, visa requirements, insurance, tours and transfers and offer them at the best available prices.

We categorize our packages according to the budget and purpose of the traveler. Bronze, Silver, Gold, Platinum and Diamond are the types of packages with prices ranging from the most affordable to the most luxurious to ensure the fulfillment of the travelers considering their budget.

Our packages are designed for different purposes such as honeymoon, adventure, spa, and wellness, business and attractions.

Well-trained, multilingual tour guides assist our passengers/travelers during their trip. Our tour guides specialize in adventure, city tours, museum visits, amusement parks, nature tours and other tourist attractions.



1000+
Direct Hotel
Contract



50+
Unique tours
& activities



Private
Transfers



24/7
Support

Global Network

Since 2010, Moonline Travel has built a global network of customers and suppliers for various business models and related market segments B2B and B2C to offer them the diverse services and products of our company.

MARKET SEGMENTS



MOONLINE GROUP'S WORLDWIDE NETWORK



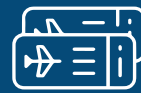
10,000+
Travel agencies



20+
Markets



1,500,000+
Annual travelers



750,000+
Frequent flyers



200+
Corporate clients



B2B Network

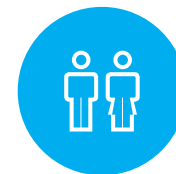
Moonline Travel has a strong B2B network through its online portals Babylon Booking (Flight portal) and Babylon Holiday (Hotel and holiday services). We empower local and international travel companies with strong content and excellent 24/7 service.



**5,000+
Companies**



**30+
Countries**

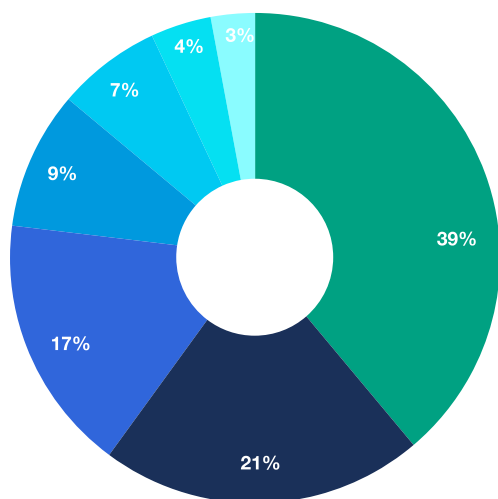


**300+
Employees**



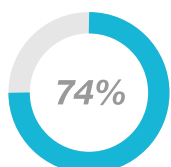
**24/7
support**

COMPANY TYPES

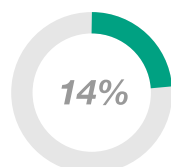


- Ticketing Agencies
- Booking engines and reservation systems
- Wholesalers
- Travel Management Companies
- Destination Management Companies
- M.I.C.E and Sports Events
- Tour Operators

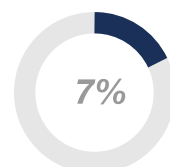
DISTRIBUTED SERVICES



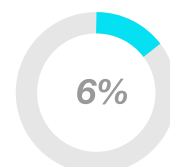
Flight



Hotel



Tours



Other

B2C Network

Our B2C network has reached nearly 2 million passengers since 2010 and more than 100,000 loyal customers for the various travel-related services we offer.



**2,000,000
Passengers**



**40
Nationalities**



**100,000 Loyal
Customers**



**40% of Iraq's
market share**

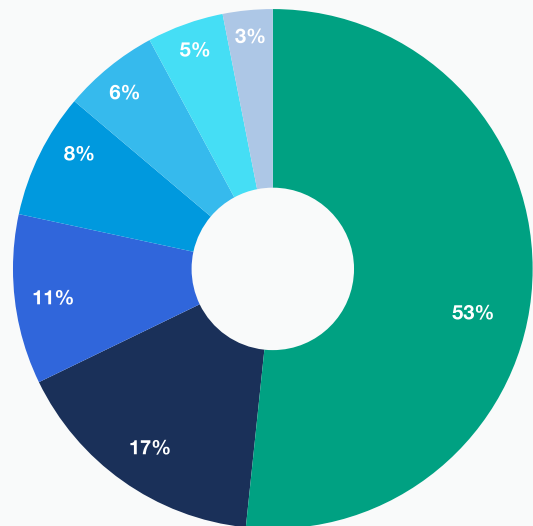


Corporate Clients

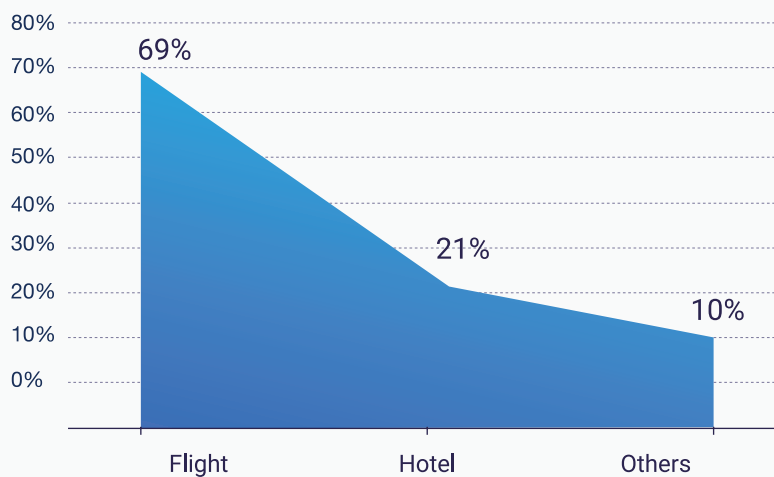
Moonline Travel serves more than 200 companies from different industries in Iraq and is the number one TMC in the market.

CORPORATE INDUSTRIES

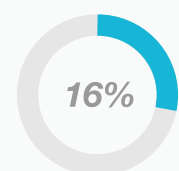
- Oil and Gas
- Telecommunications
- UN Subsidiaries
- NGO
- Manufacturing
- Constructions
- Other



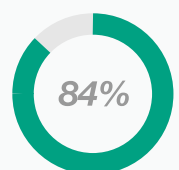
DISTRIBUTED SERVICES



FLIGHT TYPE



Domestic



International

Milestones



2010

- Moonline Travel and Trade Ltd is founded in Sulaymaniyah, Iraq
- Opening of a second main branch in Erbil, Iraq



2011

- Served as the GSA of Hotelspro: a Global Travel wholesaler from 2011 to 2019



2012

- Was appointed Galileo by Travelport representative in the Kurdistan Region.



2014

- -GAS of Air Arabia from 2014 to 2019.
- Opening of another new main branch in Baghdad



2015

- Launching Babylon Booking B2B flight booking portal
- Ranked No.1 by GDS segmentation: Moonline Travel has become the top ticket wholesaler, number one according to GDS segmentations in Iraq.



2016

- Was appointed as the Exclusive Franchisee of Lufthansa City Center in Iraq
- Expansion of the portfolio to include Corporate Travel Management (CTM) services to date more than 150 national and international corporations have been served.
- Appointment as the GSA of Egypt Air
- Establishment of a subsidiary travel agency company in Turkey
- IATA Accredited Agent in Turkey
- Awarded with the Lufthansa City Center Top Performer's Award
- Establishment of subsidiary travel agency company in Germany
- IATA accredited agent in Germany
- Once again ranked No.1 by GDS segmentation in Iraq



2017

- Launching Booking Advisors B2C portal
- Medi Advisors website for medical tourism services
- Launch of Visa Advisors B2B website
- Receiving the LCC award for top performer
- Re-ranked #1 in GDS segmentation in Iraq



2018

- Opened a representative branch office in Basra in Iraq
- Opened a representative branch office in Duhok in Iraq
- ISO certificate achievement
- Awarded with the LCC Top Performer
- Ranked No.1 in GDS segmentation in Iraq



2019

- Launch of the Babylon Holiday B2B portal
- Launch of the SmileMates loyalty program
- Award at the Arabian Travel Market (ATM -Dubai Exhibition): As a Gold Sponsored Exhibitor, Moonline was awarded Best Booth in the Travel Technology Hall by the ATM organizer in Dubai, both for Booth Design and Audience Choice
- Amadeus Preferred Partner Announcement for Moonline
- Opening of the representative office in Mosul
- Once again honored with the LCC Award for Top Performers
- Ranked No.1 by GDS segmentation with a total market share of more than 35% of the Iraqi market



2020

- Development of Babylon Booking's website and launch of our Stream API
- Obtaining the NDC certificate
- Starting of operation as a DMC in the UAE



2021

- Become a part of the FCM network, the largest Travel Management Companies in the world.
- Appointed as MATCH Hospitality's Exclusive Sales Agent in Iraq for the sale of the official hospitality program of the FIFA World Cup Qatar 2022



2023

- Started the operation as a DMC in Turkey

MORE ABOUT US

We believe in perfection, and strive for it. Below are some more facts about Moonline Travel, our journey, and our achievements. At this point, we would like to remind you that this is not all, we are only at the beginning

- Ranking no. 1 in GDS segmentation for 6 consecutive years.
- 7 Branch offices in the main cities all over Iraq, covering the whole country.
- Having subsidiary travel agency companies and offices in Germany, UAE and Turkey.
- More than 250 highly educated/skilled and professional employees.
- Top seller for most of the major airlines. Confirmation and/or reference of our claim can be provided upon request.
- A network of more than 10,000 local and international travel agents.
- 200+ international and local corporate clients .
- A gold Sponser of the ATM-Dubai show for the past consecutive years.





FIFA World Cup Qatar 2022™

Official Hospitality Programme.

Moonline Travel is the first company in the history of Iraq to have the privilege of becoming the Exclusive Sales Agent of MATCH Hospitality in Iraq for the sale of the FIFA World Cup Qatar 2022™ Official Hospitality Programme.

This achievement has added a remarkable value to Moonline, its partners, and its network being part of one of the most important sports events in the world.

The Arab world's first FIFA World Cup took place from 21 November to 18 December 2022 and 32 teams participated at this colossal tournament.

During the tournament, the world's best teams went head-to-head for the biggest prize of all – using the Official Match Ball, Al Rihla.



Started
21st November



Final match
18th December



Teams
32



Stadiums
8

CERTIFICATES



Accredited
Agent





Top sellers of many airlines



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moonline

