babylon
BOOKING

COMPANY
BUSINESS PROFILE

The platform where best airfare
prices land.

babylon
BOOKING

A B2B flight booking portal that combines more than 700 airlines including more than 120 low cost carriers from multi-GDS, multi-suppliers, and third-party APIs.
The portal enables both IATA and non-IATA travel agencies to book and issue flight tickets in just a few clicks with our user-friendly interface.
We provide special deals on the majority of the airlines and a SOTO access to empower travel agencies with lowest fares possible in one B2B flight booking engine.

CONTENT

Who are we ?

Moonline Travel and Trade Ltd is the mother company of Babylon Booking. Moonline has established in 8th May 2010 and has quickly grown to become a leading company in the region and a major player in the international tourism sector. 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.

Moonline's GSA and LCC network membership

Moonline was the GSA of Air Arabia from 2014 to 2019, and of Egypt Air from 2016 to 2022. We were also the GSA of HotelsPro; a global travel wholesaler, from 2011 to 2019, and operated with Galileo from 2012 to 2024.

In addition, our company is a proud member of the Lufthansa City Center global network, which includes more than 650 travel agencies worldwide. Moonline is also ISO certified, reflecting our commitment to quality, consistency, and international standards.

Our vision

To be recognized as a leading search engine Travel & Tourism related portal globally for online bookings by means of service excellence, innovative & quality services, personal attention& satisfaction for our clients, continuously developing new relationships and opportunities.

Our mission

To meet our clients' every travel needs through our efficient and cost-effective operations, displaying our superior professional competence and excellent customer service by exceeding their expectations.

To continue building on our reputation for quality in all that we do, providing our customers with the best services from start to end and thus to grow our reputation and ultimately, our company's success by offering competitive prices and services to our customers on airline tickets.

Why travel agencies rely on our technology for their flight bookings?

Babylon booking empowers travel agencies worldwide with;

1. An access to 700+ airlines including more than 120 low-cost carriers;

2. Lowest airfares possible for local and international clients;

3. SOTO access to up to 160 countries worldwide with lowest fares possible;

4. Free, user-friendly technology to book flight tickets in just a few clicks;

5. 24/7 support;

6. Post-issuance services (cancellations, voids, refunds, and reissues) depending on the airline's rules.

7. Group requests and any other special inquiries availability on the portal depending on the airline;

8. Detailed sales reports and markup management;

9. Fare breakdown provision as per the GDS content. In addition, provision of a detailed baggage allowance and the related class/passenger type;

10. Pre-purchasing observation of the cancellation rules and revalidation of your ticket (s);

11. Multilingual and multi-currency interface.

12. Detailed wallet statements for better sales management.

YOUR KEY TO SUCCESS.

550+
legacy airlines

120+
low-cost carriers

160+
countries

24/7
support

1,500,000+
satisfied passengers

6000+
Travel agencies

35+
markets globally

3,000,000,000+
miles

20+
XML Clients
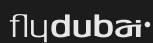
Multi-GDS
Integrations

30+
NDC Airlines

25+
Babylon Features

Airlines content

Babylon booking provides travel agencies worldwide with an access to more than 700 airlines and more than 120 low-cost carriers from multi GDSs, multi suppliers and third-party APIs to empower travel agencies and OTAs as well with richer, more colorful airline content and best fares possible for flight tickets.

Our airline's content enables travel agencies worldwide to increase their sales locally and internationally with the net fares we provide.

The portal gives travel agencies an access to many local market deals to generate SOTO, SITO, SOTI, and SITI tickets with lowest fares possible and 24/7 support.

Our team

Another reason why travel agencies rely on Babylon Booking for booking flight tickets is the quality of services.

Babylon Booking has recruited and trained a multilingual team to ensure that they provide the best possible customer service to its clients.

To serve our customers in the best way possible, our team is thoroughly and continuously trained on the latest technologies and systems used in our company which are essential and vital to the majority of travel agencies, and we also give the opportunity to our clients to have access our large network of contacts and suppliers around the world.

Our staff and travel consultants are friendly, professional and competent, ensuring that the services we provide are delivered on time and in full, covering every detail required for the client's itinerary.

We are a dedicated team with expert knowledge of every aspect of flight booking. We enjoy helping our clients to satisfy their wants and needs, which is shown in our friendly and outstanding customer service. When it comes to specific requirements, we respond individually to every email enquiry you send us; there are no automated responses.

We empower travel agencies globally with 24/7/365 services. A hard-working global team of more than 470 employees work 24/7 to provide the highest quality of services required and in result, assist our clients with their customers to offer them better services.

Our operation network provides ticket issuance and post-issuance services for both IATA and non-IATA travel agencies such as voids, changes, cancellations, refunds, and reissues depend on the airline rule and GDS content.

Free technology, lowest fares possible, access to more than 700 airlines including 120 low-cost carriers, 24/7 support, and many local market deals. All in one B2B flight booking portal.

Operational and sales offices

The company has 12 operational offices in 4 countries: Iraq, Turkey, Germany, and United Arab Emirates. And about 50 sales offices in Turkey, Germany, UAE, Iraq and many other countries to provide the best quality of services and expand our network in many more counties globally. Our company's policy is to emphasise on our presence in many countries and be in a direct face-to-face contact with our clients whenever they need us.

Partners

As the main goal of the company, expanding our contents and services worldwide has always been a priority. We serve more than 4500 travel agencies in 35 markets globally, whether as B2B agent, Babylon GSAs, or XML integration with other websites and OTAs. We look for both IATA and non-IATA travel and tourism agencies around the world to cooperate with us so as to empower them with our contents fares, and services.

Events & sponsorships

We are keen to introduce our portal to new international clients. Arabian travel market, ITB Berlin, Uzakrota, and many other largest international travel and tourism-related exhibition/events had been a focal point for our expansion in the global market and presence in as many countries as possible.
We introduce our portal to new agencies, maintain and sustain our old and current, establish new business relationships, and introduce new business proposals to potential partners/clients through the events we attend.
We have exhibited in many local and international events. In addition, we have sponsored up to 20 exhibitions over the past years, including the Arabian Travel Market (ATM Dubai) where Babylon Booking has been a gold sponsored of the event and also has achieved two rewards that were for the Best Stand in the Travel and Technology section/hall, and also People's Choice award.

GALLERY

ITB Berlin

Being awarded

OUR CERTIFICATES

IATA Accredited Agent	Where we have met the professional standards of the **International Air Transport Association** to promote, sale, and handle international air passenger transportation
ISO 14001:2015 MANAGEMENT SYSTEM MSECB CERTIFIED — ISO 9001:2015 MANAGEMENT SYSTEM MSECB CERTIFIED	Has been assessed and found to be in accordance with the management system requirements in **ISO 9001 and ISO 14001**
Lufthansa City Center Moonline	For achieving the highest level of quality commitment within the global network
WORLD TRAVEL AWARDS NOMINEE 2016	This certifies that we have been nominated for Middle East's Leading Travel Management Company award in the 23rd annual World Travel Awards.
LCC Top Performer in 2017 **Lufthansa** City Center	For outstanding networking activities and initiatives in 2018, which inspired the whole Lufthansa City Center network
TÜRSAB TÜRKİYE SEYAHAT ACENTALARI BİRLİĞİ ASSOCIATION OF TURKISH TRAVEL AGENCIES	This is to certify that we are a member of Tursab association and holding the level (A) license given by the ministry of culture and tourism in Turkey dated 24.08.2016

WHY WE HAVE GLOBAL CLIENTS ?

Babylon B2B agent/sub-agent

As mentioned, Babylon Booking empowers IATA and non-IATA travel agencies to book and issue their flight tickets with lowest net fares possible and 24/7 support. Being Babylon's B2B partner will assist your travel agency with:

1. Having access to more than 700 airlines from multi-GDSs and multi-suppliers.

2. Access to low-cost carriers with more than 120 LCCs from third-party APIs and multi-suppliers.

3. Lowest net fares possible for the majority of the airlines.

4. 24/7/356 operational services.

5. SOTO, SITO, SOTI, and SITI access with lowest rates available.

6. Many local market's deals.

7. Automated markup management.

8. Can be generated through the portal.

9. Detailed fare breakdown as per the GDS content.

10. Ability to create user per employee and branch management.

11. User management and Right and Rule settings.

12. Availability of credit history and bookings history in your account.

13. Group requests and service request as per the airline rule.

14. Post-issuance services including voids, changes, cancellations, reissues, and refunds depending on the airline rule.

15. Mobile-friendly responsive design which provides you with mobility and the ability to work while on the go.

16. Flexi -/+ 3 days search Function to secure the best available ticket price, one-week fare view in one window.
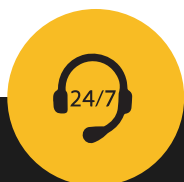
Babylon GSA

GSA is another model of cooperation with Babylon Booking. We have seen some real success with partners joining the GSA program, which saves you time, reduce compliance risks and overall business costs - literally a win-win situation! With ambitious goals and growth-oriented objectives, you can partner with us, as we at Babylon Booking nurture our partnerships on mutual trust and unparalleled care. We believe in shared experiences, development and offer our GSAs unmatched benefits which include enhanced brand recognition, expansion of their reach and increased revenue. By entering strategic alliances with Babylon Booking, our partners can leverage the advantages of shared growth opportunities. We look forward to partner with businesses of every size and offer completely non-competitive environment for our partners that foster progress and expansion.

WHY BEING A
BABYLON BOOKING GSA?

Increasing Sales

You get the benefit of our long experience and wide-ranging contacts in the travel industry, combined with an efficient, effective and tailored customer service with a unique online booking portal.

Around-the-clock support

To ensure the smooth-running of your business, we provide 24/7 customer and technical supports. Ticketing, fulfillment and accounting carried out as you need it, in order to make your sales a consistent revenue generating part of your overall sales effort. We fit our processes to yours. You can now provide your services to your clients with a peace of mind.

A Dedicated Account Manager

We will assign an experienced Account Manager to follow your Account and cater for any solution needs that you might have with your clients. We provide immediate support in tackling any problems that may arise. Every travel agent needs lots of these and everything we do is aimed at increasing your market presence, your ticket revenues and ultimately your profitability.

USER INTERFACE:

1. Clear
2. Concise giving a lot of information clearly
3. Familiar
4. Responsive
5. Attractive
6. Efficient

Workflow

Babylon Booking knows what you need to do and sees the holes/gaps you need to fill so you can be effective with your time. Babylon Booking works on your cases through the customized phases and as you complete the tasks, the phases change and auto-generate the next set of tasks, Secured Online Access to look and book 24/7 anytime, anywhere.

Reports

Babylon Booking reports improve your practice by letting you know what is going on with your sales, how many tickets you had this month versus last, your top destinations and the sales performance of your sub agents.

Making doing business easy

Babylon Booking has the power to transform your revenues. Nesting, unlimited tiering with exacting controls deliver the right price, automatically. Applicable to every flight, every route, every parameter - even multi-leg and for granular, limitless through fare pricing options.

Babylon XML

XML, is an integration process and system to support all OTAs in managing their air ticket bookings with more flexibility and rich services.

We provide our customers (OTAs) with an Application Programming Interface (API), through which they will be linked to our booking engine and then display all air ticket availabilities to their customers as end users.

Easy integration of your website with our system

Once Babylon Booking system/portal has been integrated with your website via XML Extra, you will immediately start to discover the great advantages it offers for your business. Simply, access to the flight details of the airlines and receive instant confirmation for your flight bookings.

Through XML integration, it becomes quicker and smoother to enable your web booking engine to request real-time information on the Babylon Booking system and immediately display the result for the user. Besides, you can get the best choices in your bookings directly on to your website and gain advantages over your competitors. Integration of Online Booking Systems with our legacy-system data does not only expand your searching engine, it perfects it.

What will you get out of this?

Some brief benefits out of many others:
- Automatic content update.
- Secure Integration and seamless billing.
- Boosting sales and brand marketing.
- Real-time response for your bookings.
- Detailed fare breakdown and fare rules depending on GDS content.
- Maintain your full brand integrity.
- Acquire a variety of special fares and commission deals.
- Various offers added to your bookings site.

Richer airline content

By integrating with our system, you will have all the top airlines in hand. Babylon Booking will enable your booking website to have access to more than 700 airlines including 120 low-cost carriers. In case there are some specific airlines that you couldn't find on the system, then please let us know so as we add them to the system. Therefore, you don't have to be worried about not having a specific airline in our system because we always make sure that we have all the airlines.

24/7 support team for guidance and XML related services

We do the work for you. We have a specialized team to reduce the headache of hiring your own support team. We guarantee your employees and customers satisfaction worldwide.

We care about your customers

Babylon Booking XML has been created by bearing in mind the challenges that small and medium sized travel agents face during their bookings. Through XML Extra integration, all the information, including pricing and availability, are presented in real-time. XML Extra enables all OTAs access to vast global airline content into their reservation system or website. These are all possible due to XML/API technology with top speed, performance and airline choice globally.

Access to excellent negotiated air ticket rates

XML provides an easy access to competitive rates of 700+ airlines including 120 Low-Cost Carriers content. Your customers do not see any of Babylon Extra or Babylon Booking brand and logo, and you will directly issue tickets and collect payments from your customers. In addition, for choosing your profit margin from our high commission rates, you can simply add your own markups to a commissionable and/or net rate and earn profits immediately while bookings.

Cost saving

The ease and simplicity while searching for a flight can be carried out by our system, the real-time pricing and availability will ensure time-saving and operational cost reductions.

Completely customized system after integration

Airline contents can be used in line and integrated easily with your own system. This means that the air ticket booking system will request real-time information from Babylon Extra, and the results will be immediately displayed on your website based on the design you have, or you may choose. And, all your tickets will be printed out with your own logo based on your system.

Contact Info.

Get in touch with us and discover more about our B2B portal.

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